



भारतीय प्रबंध संस्थान अमृतसर

INDIAN INSTITUTE OF MANAGEMENT AMRITSAR

पीआईटी बिल्डिंग, सरकारी पॉलिटेक्निक परिसर; पॉलिटेक्निक रोड; छेहरता, जी.टी. रोड अमृतसर- 143105
वेबसाइट : www.iimamritsar.ac.in, दूरभाष 0183-2820040
PIT Building, Inside Govt. Polytechnic Campus; Polytechnic Road; Chheharta, G.T. Road Amritsar – 143105,
Website: www.iimamritsar.ac.in, Ph. No. 0183-2820040

Ref. No.: RFP/IIMASR/279 /2022

Date: - 20.07.2022

Subject: - Request for proposals for AMC of Moodle LMS platform at IIM Amritsar.

Proposals are requested from interested bidders on the IIM Amritsar e-Tender portal for **AMC of Moodle LMS platform at IIM Amritsar**. The bid should be uploaded on the IIM Amritsar e-Tender portal by 12:00pm on 29.07.2022. The bid may be opened on the e-Tender portal on the same day, i.e. 29.07.2022 at 12:30pm. Quantity, specification and other related details of the items are mentioned in 'Annexure A'.

TERMS & CONDITIONS

1. The Invitation is open to all registered service providers/manufacturers/authorized dealers/suppliers who are having PAN/GST number and Bank A/c number in their firm/Co. name.
2. Bidder will sign on all the pages of this proposal at the designated spaces. The submission of the bid implies that the terms and conditions of this proposal are acceptable to the bidder.
3. AMC will cover one-year remote Service Maintenance for the said learning management system listed in **Annexure 'A'** including periodic and immediate requirements.
4. The vendor should have three years of experience in similar kinds of services that have been provided at the national level organizations and must have a well-trained and certified workforce to handle AMC. **(please attach proof)**.
5. The bidder will provide additional documents such as an incorporation/business registration certificate, previous year turnover proof, and MSME/Startup certificate required. These documents shall be used in case of a tie, if any required document is not found, the bidder will not be considered for the proposal.
6. The scope of work is listed in **Annexure 'B'**.
7. The bidder should provide a declaration related to non-blacklisting in **Annexure 'C'**.
8. The bidder shall provide the complete correspondence address, contact number and alternate number and email id.
9. If the date of opening of the proposal is declared a holiday, it will be opened on the next working day at the same time.
10. Any other charges, such as packing and forwarding, delivery charges, sales tax, etc. if any shall be included in the quoted price.
11. **Price:** Prices quoted by the supplier and accepted by the Institute will be final and no deviation in price will be accepted during the period of AMC/warranty.
12. **Contract period & Renewal:** The initial contract period will be accepted for one year that could be extended further on yearly basis, subject to the approval by the competent authority with the same terms & conditions of this NIQ based on institutional needs, satisfactory performance and/or fulfilment of contractual terms & conditions by the contractor/agency.
13. **Payment:** The vendor will submit the bills after the completion of each quarter. Payment will be released within 15 working days after receiving the invoice on a quarterly basis after duly certification of bills/reports by the authorized official of IIM Amritsar.
14. **Liquidity Damages:** The service provider should attend to and resolve the reported issues/repairs at the earliest or within the prescribed deadline of maximum 24hrs. And, will have to provide alternative arrangements/backup until the problem is fully resolved.
 - a. The vendor should provide the service on the same day latest in 24 hours from the registration of the complaint and the problem should be resolved within 24 hrs., failing which the applicable LD of Rs. 500/- per instance for delay shall be deducted from the bills submitted.
 - b. Failing to provide the resolution of the problem, a repair/service will be availed from the outside and the billed amount of which shall be deducted from the quarterly bill of the service provider along with the service charges of 10% over and above.
 - c. On repeated non-compliance issues, the AMC contract may also be terminated, the vendor may be blacklisted for three (03) years and payment of the AMC/warranty period will not be paid. The institute will not be liable for the same.
15. **Jurisdiction:** For all intents and purposes any contract under the order shall be deemed to have been concluded at Amritsar
16. **Financial Evaluation:** The financial bid should be submitted strictly in the prescribed format (Annexure A) and should remain valid for a minimum of three months after opening the bid. Financial bids, which are incomplete, unclear, overwritten and are not submitted in the prescribed format, will be summarily rejected.

Signature of bidder with date

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17. General Guidelines:

- 17.1. **E-Tendering Portal:** The tender document and other details can be obtained from IIM Amritsar website www.iimamritsar.ac.in and the Central Public Procurement Portal (CPPP). Amendments, if any, will be notified on the above websites. The bids and all other necessary documents must be submitted through the E-Tendering portal on IIM Amritsar's website (<https://iimamritsar.ac.in/>).
- 17.2. **Acknowledgement of Terms and Conditions:** Please read the Terms and Conditions carefully before filling up and submitting the bids and required documents. Incomplete bids will be rejected. All pages of this tender document must be signed by the authorized signatory and sealed with the bidding firm's stamp as a token of having read and accepted all the terms and conditions of this tender.
- 17.3. **IIM Amritsar reserves the right:**
- to accept or reject any or all tenders either in whole or in part or to invite revised price bids or to annul the bidding process or to postpone and/or extend the date of receipt/opening of tenders or to withdraw the same at any time before finalization without incurring any liability to the affected bidder and without assigning any particular reason whatsoever, and no communication will be entertained in this regard. The Director, IIM Amritsar does not bind himself to accept the lowest or any tender Page 4 of 45 and reserves to himself the right of accepting the whole or any part of the tender and the tenderer/bidder shall be bound to perform the same at the rates quoted. The decision of the Director of IIM Amritsar in this regard will be final and no requests of any kind will be entertained from the bidders.
 - to postpone and/or extend the date of receipt/opening of tenders or to withdraw the same, without assigning any reason thereof.
 - to obtain feedback from the previous/ present clients of the tenderer by contacting them or by visiting their site to get first-hand information regarding the services (being) provided by the tenderer
- 17.4. Before submitting the tender document to IIM Amritsar, the bidders may seek clarification(s), if any, during the pre-bid meeting/inspection/through an email.
- 17.5. Submission of false/forged documents will lead to the rejection of the bid and blacklisting of the bidder for a minimum period of three (3) years from participating in any IIM Amritsar tendering process.
- 17.6. **Governing Law:** The whole process of bidding and contracting shall be governed by and interpreted in accordance with the laws of the Government of Punjab and the Government of India unless otherwise specified in any document. All statutory laws will be applicable to all parties
- 17.7. All qualifying requirements must be supported by documentary evidence.
- 17.8. **Site visit:** The interested tenderer/bidder shall thoroughly acquaint and study carefully website conditions, working conditions, specifications, frequencies of different operations and conditions of the tender and should inspect the website by visiting www.moodle.iimamritsar.ac.in before quoting the rates. The tenderer/bidder may get clarifications and explanations, if required, from the Officer-Incharge to fully appreciate the scope of work before quoting her/his rates. It will be construed that the tenderer/bidder has inspected the website and satisfied her/himself with IIM Amritsar's requirements, website conditions, and other relevant matters.
- 17.9. **Authorized signatory:** If the bid is made by or on behalf of a company, incorporated under the Companies Act of 2013, it shall be signed by the Managing Director or one of the Directors duly authorized on that behalf.
- 17.10. Any sole proprietor/partnership firm/cooperative society/company with valid GST, PAN, TAN/TIN/Service Tax Registration, and VAT Registration can submit the Bids.
- 17.11. **Name on Contract:** The bids should clearly mention the name of the agency/person who is participating in the bidding process. The contract shall be made with this name if the agency is selected to be the vendor that will be providing services for IIM Amritsar. Change of name/type/constitution of the agency after submitting bids will not be entertained.
- 17.12. **Language of Proposals:** The proposal and all correspondence and documents shall be written in English.
- 17.13. **Amendment to the E-Tender (RFP):** At any time prior to the last date for receipt of bids, IIM Amritsar, may for any reason, whether at its own initiative or in response to Page 1 of 7 clarification(s) requested by bidder(s), modify the tender/RFP document by an amendment. In order to provide the bidders reasonable time to take the amendment into account in preparing their bids, IIM Amritsar may, at its discretion, extend the last date for the receipt of bids and/or make other changes in the requirements set out in the tender document. The bidders are required to visit



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the IIM Amritsar website (<https://iimamritsar.ac.in/>) for referring to any changes or amendments that are made in the tender document, before submitting their bids.

17.14. Only the applications received within the stipulated deadline containing the EMD, the tender fee, and the tender documents, along with all the required enclosures, will be taken into consideration.

18. BIDDING PROCESS:

18.1. The process of bidding for the selection of a vendor for providing these services for IIM Amritsar will be a one-stage and single bidding process (techno-commercial bid) as provided in the General Financial Rules 2017, Department of Expenditure, Ministry of Finance, Government of India.

18.2. **Submission of Bids:** The tender should be submitted in one part as techno-commercial bid and should be super-scribed as a “techno-commercial Bid”. The techno-commercial bid, along with all necessary documents as stipulated, are to be submitted online through the eTender Portal on IIM Amritsar’s Official website (www.iimamritsar.ac.in/) only. Bids submitted through any other mode will not be accepted under any circumstances.

19. Evaluation of Technical Bid and Financial Bid:

The techno-commercial bid will be opened on the specified dates and will be evaluated based on the L1 basis.

20. **Tiebreaker:** In case of a tie (commercial bids of two or more bidders being equal) at the lowest bid (L1) position, the bidder shall be selected on the basis of more technical competence. For technical competence, the following sequence of preferences shall be adopted to select the bidder:

- Number of such completed orders
- Years of experience in the stationery/printing business.
- Turnover in a previous financial year.
- In case, one of the bidders is MSE, then an order shall be placed on such bidder.
- In case, one of the bidders is MSE owned by SC/ST Entrepreneur, then an order shall be placed on such bidder.
- In case, one of the bidders is MSE owned by Women Entrepreneur, then an order shall be placed on such bidder.
- In case there is a tie at the lowest bid (L-1) position between only start-up bidders and none of them has past turnover, the order will be placed on the start-up that is registered earlier with the Department of Industrial Promotion and Policy.
- If the bids or proposals are equal in every respect, the award shall be made by lot, which shall be conducted, with prior notice, in the presence of the Tie Bidders who choose to attend. The result shall be final & binding to all bidders.

21. IIM Amritsar reserves the right:

- to accept or reject any or all proposals either in whole or in part or to invite revised price bids or to annul the bidding process or to postpone and/or extend the date of receipt/opening of proposal or to withdraw the same at any time before finalization without incurring any liability to the affected Tenderer / Bidder. The Director, IIM Amritsar does not bind himself to accept the lowest or any proposal and reserves to himself the right of accepting the whole or any part of the proposal. And, the Tenderer/Bidder shall be bound to perform the same at the rates quoted.
- to postpone and/or extend the date of receipt/opening of proposal or to withdraw the same, without assigning any reason thereof.
- to obtain feedback from the previous/ present clients of the vendor by contacting them or by visiting their site to get first-hand information regarding the services (being) provided by the vendor.
- This office reserves the right not to accept the lowest proposal without assigning any reason for the rejection.

22. Summary of rejection or disqualification of bids

- Applications received after the stipulated deadline
- Any bid in which rates have not been quoted in accordance with the specified formats/ details as specified in the bid document.
- If any bidder has filled more than one bid.
- If unclear, poorly scanned copies are uploaded and received.
- Conditional proposal/bid will not be accepted and will be rejected outright.
- Canvassing in any form will make the proposal liable to rejection.
- Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the qualification document.
- If any additions/ alternations are made in tender forms.
- Bids submitted through any other mode other than the E-Tendering portal on IIM Amritsar’s website (<https://iimamritsar.ac.in/>).
- Missing any supporting document(s) with the Bids.

Signature of bidder with date

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- k. False or misleading information is submitted.
l. Unhealthy participation
m. Record of poor performance such as, abandoning work, not properly completing the contract, or financial failures /weakness etc.
23. **Queries & Responses:** Queries related to the stated above should be submitted at purchase@iimamritsar.ac.in only till 25-07-2022, 05:00pm. Queries submitted after the due date and time, and on any other email id will not be entertained. The response to the queries will be given within 1-2 days by email after the last date of submission of queries.


Dean Administration

अध्यक्ष (प्रशासन)

DEAN (ADMINISTRATION)

भारतीय प्रबंध संस्थान अमृतसर

Indian Institute of Management Amritsar

पी.आई.टी. भवन/P.I.T. Building

सरकारी पॉलिटेक्निक परिसर, अमृतसर-143105

Govt. Polytechnic Compound, Amritsar-143105



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Annexure A

Sr. No	Name & Description of items	Qty	Total Amount
1	AMC of Moodle LMS platform for one year	01	
Total			
GST @			
Grand Total			

I/We hereby declare and affirm that I/we have read and understood the terms and conditions of this. I/ we accept all terms and conditions as mentioned in it and hereby offer the rates.

Signature of authorized person _____

Official seal of BIDDER

Name of the bidder _____

Designation _____

Contact no _____

Email _____

Signature of bidder with date

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Scope of Work

Proposals are requested for the Annual Maintenance Contract (AMC) for maintenance, up-gradation and updating of the Learning Management System (Moodle) of the Indian Institute of Management Amritsar. The IIM Amritsar e-learning LMS is based on Moodle and hosted at IIM Amritsar's premises on the Linux Server. The AMC includes updating the front page and other associated web pages, integration with 3rd party plugins such as Zoom, WebEx etc. as and when required and online course management in Moodle LMS.

Technical Scope of Work

- Front page layout/ design/ renovation.
- Updating web pages associated or within the LMS.
- Creation /update/customisation of existing or new modules of the LMS.
- Ensuring 99.99% uptime and 24x7 availability of LMS and web access to LMS.
- Finding, fixing and diagnosing LMS errors, issues, broken links (Internal/external) and streamlining inconsistencies.
- LMS (Moodle) version, web server, database server and all other associated components must be upgraded with the latest available stable release.
- Modifying, and checking code compatibility against reported vulnerabilities of software/packages w.r.t. LMS i.e. Apache, PHP, MySQL and Moodle code and other vital components.
- Support including administration of LMS, courses(creation/management), communication with users, examination, results and use of third-party LMS (Moodle) plugins.
- Addressing and eliminating LMS vulnerabilities on a priority basis with 2hr response time and 4hr resolution, as and when required.
- Ensuring the LMS site is free from the OWSAP's top 10 vulnerabilities at all times.
- Scheduling/maintaining backups of LMS (Moodle data) once a week, database backup (twice a week), server configuration files and database log files (every two weeks) are to be maintained and stored at space will be provided by the IIM Amritsar (Logs and database backup can be sent over by e-mail).
- In case of emergency, recovery from a backup is to be carried out by the vendor within 12hrs.
- A monthly report of various issues and corrective measures carried out along with other activities is to be provided to Institute.



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Annexure-C

CERTIFICATE

(To be provided on the letterhead of the firm)

I hereby certify that the above firm/agency is neither blacklisted by any Central/State Government/ Public Undertaking/Institute nor is any criminal case registered/ pending against the firm or its owner/ partners anywhere in India.

I also certify that the above information is true and correct in every respect and in any case, at a later date it is found that any details provided above are incorrect, any contract given to the above agency may be summarily terminated and the firm blacklisted.

Signature of Authorized Signatory

Date:

Name:

Place:

Designation:

Contact No.:

Seal

Signature of bidder with date

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