Management Development Institute Murshidabad

LIMITED TENDER ENQUIRY (LTE)

Ref: No. MDIM/Admn/Moodle/2022/321   **Dated: 05-09-2022**

Management Development Institute Murshidabad (MDIM) invites limited tenders under two bids system from reputed vendors for **Hiring of service for Moodle LMS on Cloud server** at Management Development Institute Murshidabad, West Bengal. The vendor shall be selected on the basis as defined in the tender documents:

1.	Tender Ref. No.	
2.	Scope of work	Hiring of service for Moodle LMS on Cloud server at Management Development Institute Murshidabad, West Bengal. Details given at Annexure-B
3.	Contract Period	One year
4.	Bid Security (EMD)	Rs. 24.000.00/- (in the form of DD/Pay order in favour of MDI Murshidabad and payable at Omarpur / Jangipur / Raghunathganj) OR EMD can be deposited in MDIM Bank A/C 33987582978,IFSC: SBIN0012355
5.	Performance Security deposit	5% of the work order value (returnable after 60 days beyond the date of completion of all contractual & warranty obligation.
6.	Last date, time and place of submission of tender	27-09-2022 (by 2:00 p.m.) Registrar, MDI Murshidabad, Vill- Kullori, (inside Jangipur Bengal Mega Food Park), PO – Uttar ramna, PS- Raghunathganj, Dist- Murshidabad, W.B. Pin 742235
7.	Mode of submission of tender	Courier services / Speed post /Hand delivery
8.	Opening of technical Bid	29-09-2022 (at 3:00 p.m.)
10.	Date of opening of Financial Bid	Will be intimated later
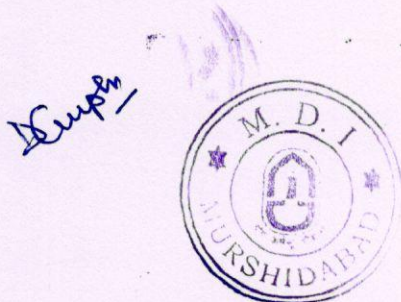
This tender documents can be downloaded from the website https://www.mdim.ac.in/tender and Corrigendum, if any, would be uploaded only on the above website.

This tender document has the following components:

- Terms & Conditions: -- Annexure-A (Page- 3 to 6)
- Scope of work: - Annexure – B (Page- 7 to 9)
- Selection Process – Annexure- C (Page- 10)
- Check list for Commercial details: Annexure – D (Page- 11 to 12)
- Check list for technical details: Annexure-E (Page- 13 to 15)
- Financial Bid Format: Annexure – F (Page- 16 to17)

Please submit Commercial details of your agency, technical details of the items quoted, EMD in one envelope marked as "Technical Bid" and price bids in one envelope marked as "Financial Bid". Put these two envelopes in a big envelope marked as "**Hiring of service for Moodle LMS on Cloud server** at Management Development Institute Murshidabad, West Bengal"

The sealed tenders may be submitted at the Office of Registrar, MDI Murshidabad, Inside Jangipur Bengal Mega Food Park, NH-34, Kulori, P.O.- Uttar ramona, PS – Raghunathganj, Dist-Murshidabad, West Bengal – 742235 on or before last date of submission of tender.

MDIM reserves the right to accept or reject any or all tenders without assigning any reason thereof.

(Registrar)

TERMS & CONDITIONS

1) Technical and Financial bid should be submitted on company letter head duly signed by the authorized person.

2) The financial bid shall be valid for at least 90 days. Institute will not entertain any request in respect of escalation of price due to any reason whatsoever during this period.

3) Financial Bids of only those firms will be opened, whose Technical Bids are found compliant/ suitable after technical evaluation done by the MDIM.

4) MDIM reserve the right to accept or reject any or all the bids without assigning any reason whatsoever.

5) MDIM reserves the right to terminate the contract by giving seven days' notice in writing without assigning any reason whatsoever.

6) Sub contract of Project is strictly not allowed, if found that sub-contracting have been done then the contract will be summarily terminated and no payment will be made to the vendor.

7) Vendor may inspect the existing Moodle LMS setup by contact: Dr.Mahendra Ku Sahu, Phone: 9437598807 on any working day between (10:00 AM to 5:00PM).

8) Project should be completed and whole system should be commenced within 7 days from the date of issue of work order.

9) In case the Project is not completed within the due date then penalty shall be imposed @ Rs. 1,000/- for each day subject to a maximum of Rs.25, 000/- (Rs. Twenty-Five Thousand only) provided the vendor is solely responsible for the delay.

10) If contract is awarded and work is not commenced by the vendor within 7 days of receiving of work order, and then EMD amount will be forfeited.

11) Termination for Default

The institute may, without prejudice to any other remedy, for breach of work order / contract in whole or part, terminate the contract.
The contract will be terminated if

- Vendor fails to provide any or all of the services for which it has been recognized within the period(s) specified in the LTE/Work Order, or within any extension period thereof if granted by the MDIM pursuant to conditions of the work order. OR

- In the judgment of the MDIM, it is engaged in corruptor fraudulent practices in competing for or in executing the work order or It fails to follow instructions, guidelines, and submission of reports, lists, and data.

- If a bid is not substantially responsive, it will be rejected by MDIM and may not subsequently be made responsive by the service provider by correction of the nonconformity. MDIM's determination of bid responsiveness will be based on the contents of bid itself and any written clarifications sought by MDIM in writing the response to which shall also be in writing and no change in rates shall be permitted in response.

12) Offers shall be deemed to be under consideration immediately after they are opened and until such time the official intimation of award of work order is made by MDIM to the service provider. While the offers are under such consideration, service provider and or their representatives other interested parties are advised to refrain from contacting MDIM by any means. If necessary, MDIM will obtain clarifications on the offers by requesting for such information from any or all the service providers, in writing, as maybe considered necessary. Bidders will not be permitted to change the substance of their offers after the offers have been opened.

13) Bidders are invited to quote their rates on the enclosed format provided in accordance with the above instructions and all the conditions of Tender.

14) Any failure on the part of service provider to observe the prescribed procedure and any attempt to canvass for the work shall render the bidder's bids liable for rejection.

15) **Queries/Clarifications:**
For any other query relating to technical specifications, the bidders may submit in the form of email to mahendra.s@mdim.ac.in latest by 18-09-2022 17.00 Hrs after which no query shall be taken into account. Any corrigendum, if required, will be uploaded on MDIM Website.

16) MDIM reserves the right to allot/cancel the tender invited as it may consider/deem fit and proper and to reject the tenders/applications without assigning any reasons at any stage.

17) **Tender Evaluation:** During tender evaluation, MDIM may, at its discretion, ask the bidder for any clarification of its tender.
   - The request for clarification and response shall be through email, and no change in the price or substance of the tender shall be permitted in response.
   - The tenders received will be evaluated by MDIM to ascertain the technical suitability and lowest acceptable cost in the interest of MDIM, as specified in the specification and tender documents.
   - MDIM reserves the right to reject any / all bids including the lowest bid or withdraw the tender at any stage without assigning any reasons. Nothing contained herein shall confer right upon a service provider or any obligation upon MDIM.

18) **AMENDMENT of Tender Document:**
At any time before the scheduled submission of bid, MDIM may, for any reasons, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by issuing addendum. The amendment in the form of Addendum uploaded on the MDIM website will be binding on the bidders.

19) MDIM may, at its discretion, extend the date for submission and/or opening of the bid. In order to allow prospective bidder, MDIM may, at its discretion shall, extend the deadline for the submission of bids for a reasonable time to take the amendment into account in preparing their bid.

20) ACCEPTANCE ANDWITHDRAWAL:
The final acceptance of the tender would entirely vest with MDIM, who reserves the right to accept or reject any tender, without assigning any reason whatsoever. There is no obligation on the part of MDIM to communicate in any way with rejected bidders. After acceptance of the tender by MDIM, the bidder shall have no right to withdraw his tender or claim higher price.

21) Bids received with incomplete information are liable for rejection.

22) Any Bid received by MDIM after the deadline for submission of bids will be summarily rejected.

23) **Any dispute/ difference arising out or relating to this tender:** Matters regarding any dispute shall be referred for arbitration to any Officer appointed by the Director of MDIM, whose decision shall be binding and final.

24) Any legal disputes will be subject to person local court of Murshidabad District.

25) Payment Terms:
- 25% of work order value within 15 days after successfully migrating / customising the LMS on Cloud server.
- Remaining 75% order value will be made post quarterly after submission of invoice.

26) Eligibility Criteria for the Bidder:

- The Bidder should be an Authorized partner of Moodle LMS OR reputed service provider carried out similar job in Govt / Private University / Engineering College / Business School/UG / PG College. Relevant document is to be submitted.
- The bidder should have an experience of installing such Moddle LMS in reputed educational institutions (University. Engineering Colleges, Business School, UG/ PG College) of Govt / Private. The work order/ purchase order copies for the 2 years (2020-21 & 2021-22), should be furnished along with completion certificates (Minimum 3 work orders of value > Rs. 1.5 lakhs each is essential).
- The bidder should have annual average turnover, for two financial years (2020-21 & 2021-22) of at least Rs.50 Lakhs. Relevant document is to be submitted.
- The bidder has not been blacklisted by any company/organization. A self-declaration in this effect to be submitted in company letter head.

27) Earnest Money Deposit (EMD)

- The bid must be accompanied by Earnest Money Deposit (EMD) of Rs. 24,000. Tenders without earnest money will not be entertained.
- The EMD shall be in the form of DD/Pay order from any of the Commercial Banks drawn in favour of "MDI Murshidabad" and payable at Omarpur / Raghunathganj /Jangipur, District Murshidabad, West Bengal OR EMD can be deposited in MDIM Bank A/c 33987582978,IFSC: SBIN0012355.

- The EMD / NEFT receipt should be kept inside the envelope named "Technical Bid"
- Earnest Money is liable to be forfeited and bid is liable to be rejected, if the bidder withdraws or amends /impairs or derogates from the tender in any respect within the period of validity of the tender.
- The earnest money of all the unsuccessful bidders will be returned without any interest to them at the earliest after issue of the purchase order.
- The Earnest Money of successful bidder shall be returned on receipt of Performance Security.

28) Performance Security

- The successful bidder shall submit a Performance Security @ 5% of the value of work order within 1 week of the placement of work order.
- The Performance Security shall be submitted in the form of DD/Pay Order, from any of the Commercial Banks, drawn in favour of "MDI Murshidabad" payable at Omarpur / Raghunathganj / Jangipur, District Murshidabad, West Bengal OR can be deposited in MDIM Bank A/c 33987582978, IFSC: SBIN0012355.

29) The Performance Security will be returned without interest after 60 days beyond the date of completion of all contractual & warranty obligation.

30) **Validity of quoted price**: All prices quoted shall remain valid for a min. period of 90 days from the last date of submission of bids.

31) **Purchaser's Right**: MDIM (purchaser) reserves the right to reject lowest quotation or all the quotations or accept any quotation or part thereof without assigning any reason.

SCOPE OF WORK

MDIM intends to migrate existing moodle LMS (3.9 version) to cloud server and AMC thereof for academic management in Management Development Institute Murshidabad Campus.

Specific Scope of Work on SITC Basis would include the following:

	Scope of the work for hiring AMC for Moodle LMS on Cloud server
Sl.NO	Item no-1 : Registration and Subscription for Hosting Moodle LMS in cloud server 1(one) year
1	Linux supported managed cloud web server (with custom domain name) **Cloud Server Specifications:** AWS / Azure/ Digital Ocean: {MDIM will select any one cloud server}
	2. RAM : 16 GB
	3. VCore : 6
	4. Internal Disk: 500 GB
	5. Concurrent User: 400
	6. OS: Ubuntu 20.04 OR latest compatibility with latest Moodle stable Version
	7. Bandwidth: Unlimited
	8 Server up time: 99.9%
2	**Items no: 2 Migrating existing Moodle LMS 3.9 version to Latest stable version**
	All data to be migrated from the existing server to new platform and these should be accessible
	Vendor should configure the new Moodle LMS by using available open source components as per the requirement of the Institute during contract period.
	Standard open-source theme implementation / configuration as per the requirement of the Institute
	Data size: **(Course- 39,999MB)**
	All existing plugins to be incorporated into the new platform and all plugins should be operational (27 Plugins). We have our own customization Feedback plugin, that needs to be in operational.
3	**Item no-3 AMC for Moodle LMS**
	Complete maintenance and support for Moodle LMS

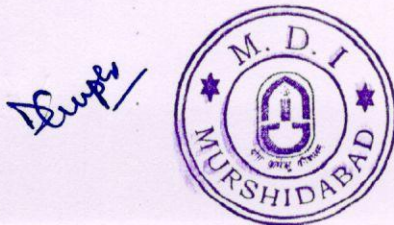| |
|---|
| Guide for management of Moodle LMS i.e (Support and guidance of all functionalities of LMS (site-administration, User, Course, Grade, Plugin, Reports, block etc). |
| Customization and maintenance of Moodle Login page as per MDIM requirement (https://oldmoodle.mdim.ac.in) |
| Resolve all the technical issues and queries at the earliest. |
| Find, diagnoses and fix Moodle LMS problem and error within short notice. |
| Ensure that there are no latency issues. |
| Configuration of Moodle parameters to meet the user needs. |
| Checking for code compatibility and modifying code, if required due to any reason. |
| Automatic syncing with Turnitin, Zoom software etc. |
| Troubleshooting of server as and when needed |
| Installation of default plugins as and when the institute required. |
| Vendor should take necessary measures to secure our Moodle LMS to prevent from hacking & other online malpractices e.g. installation of SSL certificate & other preventive measures on the server as well as on application end. |
| Weekly Backup of the entire system. |
| Server monitoring on weekly basis and |
| Provide server usage data on request |
| Periodically clean-up the Courses / user, optimization of Database of Moodle logs to improve the speed. |
| **Program Set-Up :** |
| Individual Program will be set-up batch wise (like PGDM 2020-22 etc.) |
| **Course Set-Up :** |
| **Section wise cohort creation for enrolment of students in different courses.** |
| **Quiz & Exam Set-Up :** |
| Upload Excel sheet /Word file directly to Question Bank. (From where we can use the same question as randomly or as when required) |
| **Downloading Q paper from Moodle in normal word/PDF format.** |
| Generate of activity login details of user. |
| Generate SQL Report of all the function required by the institution. |
| Deactivating Copy + Paste option on the Moodle text box against any answer sheet. |
| **Feedback Setup :** |
| Feedback is setup anonymously. During schedule time of specific Feedback, a report for pending students should be generated (Excel format). |
| There should be a separate utility box for Feedback where all Feedback operations will be conducted. |

Option of Mail shoot to the pending students.
Auto reminder mail to students' 30 minutes before the exam or quiz schedule.
Exam/Quiz attendance sheet to be generated.
Vendor should provide escalation matrix. Service calls should be attended by the vendor within 2(two) hours w.e.f. the request time and the call must be closed within 24 hours. The vendor should provide remote & telephonic support as well as onsite support in case troubleshooting is not resolved through remote support.
Troubleshooting of above functional problems including Sunday
Remote Troubleshooting of operational issue including Sunday
Bug fixing as per upstream stable release milestones from Moodle community
Exam duty support including weekends
Online troubling ticketing portal for support to be provided
Normal support hours: i. 8.00 A.M to 8.00 P.M X 365 days

Additional Service : Customization of LMS module with other software as per requirement of MDIM with minimum charges on mutual agreeable terms of both the parties
Customization and development of additional features / plugins as per requirement of the Institute. Customization of Moodle Core as per requirement of the Institute. Integration with other services.
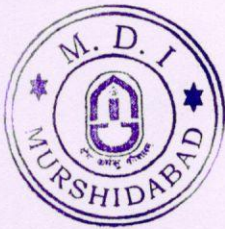
SELECTION PROCESS

Procedure for awarding contract

a. The MDIM Committee will first evaluate the Information/documents provided at Annexure-E. The bids found in conformity with MDIM's requirement will be accepted for further evaluation of commercial details (Annexure-D).

b. The bids whose Commercial details (Annexure-D) are found acceptable, will be evaluated further of their financial bids (Annexure-F)

c. The lowest price quoted for Sr. No 1-3 of the Financial bid (Annexure-F) will be considered for award of contract / work.

d. MDIM decision will be final for the evaluation of Technical part (E), Commercial part (D) and Financial part (F).

Check list for Commercial details
(To be given in company letter head)

Sl. No.	Description	Company Response	Remarks
1.	Submit Profile of your firm/company	Yes ☐/ No ☐	
	Year of establishment		
	Number of employees		
	Annual Turnover for the 2 Financial Years i.e. 2020-21 & 2021-2022 Attach Tax Audit Certificate for these FY.	Year | 2020-21 | 2021-22 Turnover | |	
2	Names & addresses of clients, with the contact details of the reference personnel where you have completed successfully Moodle LMS Hosting service (work orders value minimum 3) >Rs. 1.5 lakhs) in 2020-21 & 2021-2022. Please provide photo copies of Purchase Orders and completion certificates in support of the above	Yes☐/ No ☐ (May be given in a separate sheet as per the proforma given at the bottom)	
3	Contact details of the authorized person of the company. 1. Name : 2. Office Tel No.: 3. Mobile no.: 4. Official E-mail id:	Yes ☐/ No ☐	
4	Whether declaration on company's letterhead that the Bidder has not been blacklisted has submitted.	Yes ☐ / No ☐	
5	EMD details	Amount: Rs. _____ Mode of payment: _____	
6	Authorized Partner of Moodle LMS (if applicable)	Document submitted: _____	

Details of Clients where implemented **of service for Moodle LMS on Cloud server** (Refer Sl. No. 2)

S.No.	Client Name	Govt. Private University / Engg. Colleges/ Business School/ UG-PG colleges	Value of the Project	Client Contact No.	Client Email ID	P.O./W.O attached	Completion Certificate Attached
						Yes ☐ / No☐	Yes ☐ / No☐
						Yes ☐ / No ☐	Yes ☐ / No ☐
						Yes ☐ / No ☐	Yes ☐ / No ☐
						Yes ☐ / No ☐	Yes ☐ / No ☐
						Yes ☐ / No☐	Yes ☐ / No☐
						Yes ☐ / No ☐	Yes ☐ / No ☐
						Yes ☐ / No ☐	Yes ☐ / No ☐

(Name & signature of the bidder)

Check list for Technical details
(To be given in company letter head)
Catalogue /Pamphlets / Specifications /Photographs etc. of quoted product should be attached
Technical specifications of Hiring of service for Moodle AMS on cloud server
Technical Compliance

	Scope of the work for hiring AMC for Moodle LMS on Cloud server		
Sl.NO	**Item no-1 : Registration and Subscription for Hosting Moodle in cloud server 1(one) year**	**Matched / Not Matched**	**Remarks If any**
1	Linux supported managed cloud web server (with custom domain name) **Cloud Server Specifications:** AWS /Azure / Digital Ocean: (MDIM will select any one cloud server)		
	2. RAM : 16 GB		
	3. VCore : 6		
	4. Internal Disk: 500 GB		
	5. Concurrent User: 400		
	6. OS: Ubuntu 20.04 OR latest compatibility with latest Moodle stable Version		
	7. Bandwidth: Unlimited		
	8 Server up time: 99.9%		
2	**Items no: 2 Migrating existing Moodle LMS 3.9 version to stable version**		
	All data to be migrated from the existing server to new platform and these should be accessible		
	Vendor should configure the new Moodle LMS by using available open source components as per the requirement of the Institute during contract period.		
	Standard open-source theme implementation / configuration as per the requirement of the Institute		
	Data size: **(Course- 39,999MB)**		
	All existing plugins to be incorporated into the new platform and all plugins should be operational (27 Plugins). We have our own customization Feedback plugin, that needs to be in operational.		
3	**Item no-3 AMC for Moodle LMS**		
	Complete maintenance and support for Moodle LMS		

Guide for management of Moodle LMS i.e (Support and guidance of all functionalities of LMS (site-administration, User, Course, Grade, Plugin, Reports, block etc).		
Customization and maintenance of Moodle Login page as per MDIM requirement (https:// oldmoodle.mdim.ac.in)		
Resolve all the technical issues and queries at the earliest.		
Find, diagnoses and fix Moodle LMS problem and error within short notice.		
Ensure that there are no latency issues.		
Configuration of Moodle parameters to meet the user needs.		
Checking for code compatibility and modifying code, if required due to any reason.		
Automatic syncing with Turnitin, Zoom software etc.		
Troubleshooting of server as and when needed		
Installation of default plugins as and when the institute required.		
Vendor should take necessary measures to secure our Moodle LMS to prevent from hacking & other online malpractices e.g. installation of SSL certificate & other preventive measures on the server as well as on application end.		
Weekly Backup of the entire system.		
Server monitoring on weekly basis and		
Provide server usage data on request		
Periodically clean-up the Courses / user, optimization of Database of Moodle logs to improve the speed.		
Program Set-Up :		
Individual Program will be set-up batch wise (like PGDM 2020-22 etc.)		
Course Set-Up :		
Section wise cohort creation for enrolment of students in different courses.		
Quiz & Exam Set-Up :		
Upload Excel sheet /Word file directly to Question Bank. (From where we can use the same question as randomly or as when required)		
Downloading Q paper from Moodle in normal word/PDF format.		

Generate of activity login details of user.		
Generate SQL Report of all the function required by the institution.		
Deactivating Copy + Paste option on the Moodle text box against any answer sheet.		
Feedback Setup :		
Feedback is setup anonymously. During schedule time of specific Feedback, a report for pending students should be generated (Excel format).		
There should be a separate utility box for Feedback where all Feedback operations will be conducted.		
Option of Mail shoot to the pending students.		
Auto reminder mail to students' 30 minutes before the exam or quiz schedule.		
Exam/Quiz attendance sheet to be generated.		
Vendor should provide escalation matrix. Service calls should be attended by the vendor within 2(two) hours w.e.f. the request time and the call must be closed within 24 hours. The vendor should provide remote & telephonic support as well as onsite support in case troubleshooting is not resolved through remote support.		
Troubleshooting of above functional problems including Sunday		
Remote Troubleshooting of operational issue including Sunday		
Bug fixing as per upstream stable release milestones from Moodle community		
Exam duty support including weekends		
Online troubling ticketing portal for support to be provided		
Normal support hours: i. 8.00 A.M to 8.00 P.M X 365 days		

Additional Service : Customization of LMS module with other software as per requirement of MDIM with minimum charges on mutual agreeable terms of both the parties	Matched / Not Matched	Remarks If any
Customization and development of additional features / plugins as per requirement of the Institute. Customization of Moodle Core as per requirement of the Institute. Integration with other services.		

Name & signature of the bidder)

FINANCIAL BID FORMAT

Financial bid is required to be submitted in the following format in bidder's official letter head.

Sl. No.	Particular	Required Quantity	Unit price in Rs. (Excluding GST)	GST % and Amount in Rs.	Total amount in Rs. (Including GST)
1.	**Registration and Subscription for Hosting Moodle LMS in cloud server 1(one) year**	1			
	i). Cloud server with **AWS specifications as mentioned in Annex-E.**				
	ii). Cloud server with **MS Azure specifications as mentioned in Annex-E.**				
	iii). Cloud server with **Digital Ocean specifications as mentioned in Annex-E.**				
2	**Items no: 2 Migrating existing Moodle LMS 3.9 version to stable version specifications as mentioned in Annex- Annex-E.**	1			
3.	**AMC for Moodle LMS specifications as mentioned in Annex- Annex-E**	1			

Additional Service: Customization of LMS module with other software as per requirement of MDIM with minimum charges on mutual agreeable terms by both the parties.

Sl.No	Particular	Labour cost per hour in Rs. (Excluding GST)	GST % and Amount in Rs.	Total amount in Rs. (Including GST)	Remarks
1	Customization and development of additional features / plugins as per requirement of the Institute, Customization of Moodle Core as per requirement of the Institute, Integration with other services				

Note:

- If there is mismatch of amount in number and word then MDIM will only consider that one which will be less cost among the two.
- Delivery Mode : Delivery at MDI Murshidabad, Campus only.
- Total bid price should be inclusive of all taxes and levies, transport, loading, unloading etc.
- Delivery Period: ....   days
- Installation Period:.....   days
- Quotation Validity Date: - 90 days from the date Last of submission of bids

Sign of the authorized person:-
Name:-
Firm's Name:

Place:
Date: