



भाकृअनुप - राष्ट्रीय कृषि अनुसंधान प्रबंध अकादमी
राजेन्द्रनगर, हैदराबाद-५०००३०, तेलंगाणा, भारत
ICAR-National Academy of Agricultural Research Management
(ISO 9001:2015 Certified)
Rajendranagar, Hyderabad-500030, Telangana, India
Phones: (040) 2458 1322; Fax: (040) 2401 5912; <https://naarm.org.in>



F.No. 5-537/18-19/PS

Dated 22nd December 2020

**TENDER FOR
“ANNUAL MAINTENANCE OF DIGITAL ONLINE COURSES MANAGEMENT
THROUGH MOODLE LMS” UNDER AMC ON TWO BID SYSTEM**

ICAR-NAARM is a premier publicly funded Training and Research Management Organization under ICAR, DARE, Ministry of Agriculture, Government of India. The Director, ICAR-NAARM, Rajendranagar, Hyderabad – 500 030, Telangana, India now invites for “Annual Maintenance of Digital Online Courses Management through MOODLE LMS” through CPPP.

1. Important Dates :

| Sl. No. | Description | Date | Time |
|---------|-------------------------------|------------|----------|
| 1) | Tender Publishing Date | 23-12-2020 | 1400 hrs |
| 2) | Document Download start date | 24-12-2020 | 1400 hrs |
| 3) | Seek Clarification Start Date | 28-12-2020 | 1800 hrs |
| 4) | Seek Clarification End Date | 15-01-2021 | 1100 hrs |
| 5) | Bid Submission Start Date | 24-12-2020 | 1800 hrs |
| 6) | Bid Submission Closing Date | 18-01-2021 | 1400 hrs |
| 7) | Bid Opening Date | 20-01-2021 | 1400 hrs |

Eligibility:

- The firm should be registered/incorporated with state government having its development office at Hyderabad/Secunderabad.
- The firm should have executed at least two works related to Maintenance of Digital online courses through e-learning website maintenance/trouble shooting for Government/Public/Private Sector Undertakings during the last financial year.
- The firm should have proven experience in managing MOODLE websites hosting, management and troubleshooting.

Scope of Work and Compliance of Technical Proposal

At present, the Academy offers various online programmes like MOOCs, Distance Education programmes, PG Diploma courses that encompass hosting various educational resources involving content delivery, interactive activities like assignments, evaluations etc., through its MOODLE LMS (3.9.x version) for hosting courseware.

As this involves many online activities, the Academy is looking for the firm which has proven experience in managing MOODLE websites hosting, management and trouble-shooting.

The following are the technical requirements of the Academy.

1. Troubleshooting of issues ranging from registration, management, plugin management, report generation and evaluation of the courses.
2. Troubleshooting of server as and when needed
3. Fixing of issues in existing features of the last upgraded version of MOODLE LMS.
4. Regular backup of courses & website and clearing of unwanted files from the system periodically
5. The firm shall depute a technical person at least once in every month for network services and coordination with network team of NAARM for any web-related issue
6. The maintenance may be done remote with less than 24 hours downtime of logging any ticket. In case of any difficulty, the firm shall depute the person onsite.
7. Installation and modification in eLearning website features including upgrades of MOODLE LMS as per the requirement.
8. Changes to the design of e-learning website as and when needed.
9. Migration of website from one server to other whenever there is any need
- 10. Maintenance of website and any website support request beyond the aforementioned requirements**

GENERAL TERMS AND CONDITIONS:

1. **Cost of Tender document :** The cost of Tender document is free. The terms and conditions for maintenance of Digital Online Courses and information format can be downloaded from NAARM Website (<http://www.naarm.org.in/>) or the Government of India, Central Public Procurement Portal (<http://eprocure.gov.in/cppp/>). Director, ICAR-NAARM reserves the right to accept or reject any tender(s) or in full without assigning any reason thereof.
2. **Earnest Money Deposit:** An earnest money deposit of (EMD) **Rs. 35,000/- (Rupees Thirty Five Thousand only)** must be deposited in the form of Demand Draft in favour of **NAARM MAIN ACCOUNT** and payable at Hyderabad.

Scanned copy of the EMD is to be uploaded while submitting the Tender online and the hard copy of the same should be submitted to the Stores and Purchase Officer before closing date of the Tender. If NSIC/MSME Certificate etc for exemption is available the submission of EMD is exempted but the certificate is to be uploaded on CPPP

3. The unsuccessful bidders EMD will be returned soon after the finalization of Tender, whereas the successful bidders **EMD** will be returned subject to furnishing the required **Performance Security/Security Deposit**.
4. All communications must be addressed to the Director, ICAR-NAARM, Rajendranagar, Hyderabad.
5. **Payment:** No advance payments will be done. The payment will be done quarterly (3 months). The vendor has to submit pre-receipted bill in triplicate in the name of Director, ICAR-NAARM, Hyderabad. On certification by end user regarding satisfactory services during the quarter the same will be processed for payment.
6. **Security Deposit:** The successful bidder has to furnish an amount equivalent to ten **(10) per cent** of the order value as **Performance Security Deposit** which will be refunded / returned only after satisfactory completion of the contractual obligations including warranty. The Security Deposit should be in the form of Demand Draft, Fixed Deposit Receipt or Bank Guarantee from any commercial bank and on which no interest will be paid, in favour of **NAARM MAIN ACCOUNT** and payable at Hyderabad.
7. **Bank details for e-payment:** The bank details may be furnished along with tender for making e-payment to the successful bidder
8. **Period of Validity:** The rates quoted shall be valid for a minimum period of **90 days** beyond the date of opening of tenders.
9. **Rates:** Rates should be quoted in the prescribed Price Schedule in Indian Rupees only.
10. **Taxes / Duties:** If taxes, duties, or any other charges over and above the rates quoted are payable by the Academy, actual / percentage of such taxes / duties / charges should be clearly indicated.
11. **Duration:** The awarded work should be for one year from the **date of signing the agreement**. During this period, the implementation, maintenance and modifications of the MOOCs as per Scope of Work (if any) will be without any additional cost.
12. **Liquidated damage:** In case, the firm fails to maintain the Digital online courses as specified below in scope of work, a sum equivalent to 0.5% of the contract price per week or part thereof delay until

actual maintenance or performance shall be deducted from the Bill up to a maximum of 10% of the contract price. Once the maximum is reached, we may consider termination of the contract.

13. **Enquiry's on tender:** Any enquiry's regarding the tenders will not be entertained once the tenders are opened.
14. **Acceptance of tender:** Director, ICAR-NAARM reserves the right to accept or reject any of the tenders either in part or in full without assigning any reason thereof.
15. **Decision:** The Decision of the Director, ICAR-NAARM on any dispute in the matter will be final and legally binding.
16. **Jurisdiction:** All disputes including court proceedings shall be settled within the Hyderabad jurisdiction only.
17. **Rejection of tenders:** Tenders not complying with the above conditions are liable to be rejected.
18. **Evaluation:** Both Technical Bids and Financial Bids are evaluated by the Institute Technical Advisory Committee (TAC) before awarding the contract.
19. **The tenders without EMD amount or without valid exemption certificate will not be considered.**
20. In the event of the date & time specified for tender receipt being declared as a closed holiday for purchaser's office, the due date for submission of tenders will be the following working day at the specified timings.
21. Director, ICAR-NAARM reserves the right to accept or reject any or all the tenders. Decision of the Director will be final and legally binding. All disputes will be subject to Hyderabad Jurisdiction only.

22. Terms & Conditions:

- a. The rates are net and inclusive of all taxes, transport, royalty, octroi etc. and nothing extra will be paid on any account.

(Stores & Purchase Officer)

Sample of Financial Bid (BOQ)

| Sl. No. | Item Description | AMC Charges per month Figures To be entered by the Bidder in Rs. P | GST % | Total AMC Charges per month including Taxes in Rs. P |
|-------------------------|---|---|--------------|---|
| 1 | 2 | 13 | | |
| 1 | AMC | | | |
| 1.01 | “Annual Maintenance of Digital Online Courses Management through MOODLE LMS” as per Scope Of Work given in tender document. | | | |
| Total in Figures | | | | |

Note: Please note that financial bid is to be uploaded in BOQ form only on CPPP, please don't upload this with technical bids documents

ANNEXURE-A**CHECKLIST (To be uploaded with Technical Bid)**

| S.no | Document to be uploaded in Technical bid on CPPP | Whether Uploaded (Yes/No) |
|-------------|---|----------------------------------|
| 1. | Filled Annexure - A | |
| 2. | Filled Details as per Annexure-B along with Complete tender document duly sealed and signed | |
| 3. | Undertaking as per Annexure - C | |
| 4. | Proof of two works related to Maintenance of Digital online courses through e-learning website maintenance/trouble shooting for Government/Public/Private Sector Undertakings during the last financial year along with duly filled Annexure-D | |
| 5. | Tender Form as per Annexure - E | |
| 6. | Technical Specification compliance as per Annexure - F | |
| 7. | Scanned copy of EMD Document/ Exemption Certificate for same (Whichever is valid) | |
| 8. | Scanned copy of Registration Certificate of Firm | |
| 9. | Scanned copy PAN & GSTIN Registration. (all scanned and combined in one pdf) | |
| 10. | The firm should enclose copies of income tax returns for the last 3 years (Financial Year 2017-18, 2018-19, 2019-20) | |

COMMERCIAL DETAILS
(To be submitted on Firm's Letter head)

| | | |
|----|---|--|
| 1. | Name and Address of Bidder | |
| 2. | Telephone No. / Mobile No. / FAX No. | |
| 3. | Email ID | |
| 4. | Month and Year of Establishment | |
| 5. | PAN and GSTIN Number | |
| 6. | EMD Details | |
| 7. | Local Office Address in Hyderabad/Secundrabad | |

SIGNATURE OF THE BIDDER & STAMP

Date:

Place:

Note: The tenderer with seal should sign each page of the tender and upload same along with Annexure – B as one pdf

UNDERTAKING

(To be submitted on Firm's Letter head)

I/We have read and understood General Terms and Conditions contained in the ICAR-NAARM's Tender. I/We do hereby declare that all the details provided in this tender bid are true to the best of my/our knowledge and belief and any misrepresentation of facts will render me/us liable to any action as may be deemed fit by ICAR-NAARM, Hyderabad.

I/We do hereby also accept ICAR-NAARM have the right to accept or reject this application and not to issue invitation to Tender to me/us.

I/We undertake to communicate promptly to ICAR-NAARM any changes in the condition or working of the firm. It is also certified that we have not been blacklisted by any organization of Government of India including Central Vigilance commission (CVC) in the last three years. The undersigned is fully authorized to sign and submit this application form on behalf of the organization, he/she represent. We authorize ICAR-NAARM to approach individuals, employees, firms and corporations to verify our competence and general reputation.

AUTHORISED SIGNATORY OF THE FIRM WITH SEAL

Place:

Dated:

RELEVANT WORK EXPERIENCE DETAILS

(To be submitted on Firm's Letter head)

| Sr. No. | Name of the Deptt. Organization where work was done | Period | |
|---------|---|--------|----|
| | | From | To |
| 1. | | | |
| 2. | | | |
| 3. | | | |
| 4. | | | |
| 5. | | | |
| 6. | | | |
| 7. | | | |
| 8. | | | |
| 9. | | | |
| 10. | | | |
| 11. | | | |
| 12. | | | |
| 13. | | | |

AUTHORISED SIGNATORY OF THE FIRM WITH SEAL

Place:

Dated:

Note: While uploading this annexure in CPPP bidder should make sure that work experience certificates are also uploaded along with this in one single pdf

TENDER FORM

(To be printed on company letter head)

Tenderer's Ref.No. _____

Date: _____

To
The Director
ICAR-NAARM, Rajendranagar,
HYDERABAD – 500 030

Ref: Your Tender Notice Advt. No. _____ dated-----.

Dear Sir,

I/We hereby offer for your requirements detailed in the schedule hereto or such portion thereof as you may specify in the Acceptance of Tender at the rates given in the said schedule and agree to hold this offer for 90 days for acceptance. I/We shall be bound by a communication of Acceptance dispatched within the prescribed time and also execute agreement required in this regard.

2. I/We have understood the Instructions to Tenderers and General Conditions of Contract governing such contracts placed by Indian Council of Agricultural Research and its Research Institutes and the Special Conditions of Contract, and have thoroughly examined the details indicated in the Schedule to Tender thereof and am/are fully aware of the goods and/or services required and my/our offer to work/supply/provide the goods and/or services strictly is in accordance with the requirements.

3. D.D.No. _____ Dt. _____ for Rs. _____ (in words) Rupees _____ only) drawn on (Bank) _____ is enclosed towards Earnest Money Deposit.

Yours faithfully,

Signature: _____

Name: _____

Address: _____

(Company's seal)

STATEMENT OF COMPLIANCE OF TECHNICAL SPECIFICATIONS**(To be filled in by the Tenderer duly printed on their letter head)**

| Description of Item | Compliance Yes/No | Remarks/ Deviations, if any |
|---|------------------------------|--|
| <p>The following are the specifications:</p> <ol style="list-style-type: none"> 1. Troubleshooting of issues ranging from registration, management, plugin management, report generation and evaluation of the courses. 2. Troubleshooting of server as and when needed 3. Fixing of issues in existing features of the last upgraded version of MOODLE LMS. 4. Regular backup of courses & website and clearing of unwanted files from the system periodically 5. The firm shall depute a technical person atleast once in every month for network services and coordination with network team of NAARM for any web-related issue 6. The maintenance may be done remote with less than 24 hours downtime of logging any ticket. In case of any difficulty, the firm shall depute the person onsite. 7. Installation and modification in eLearning website features including upgrades of MOODLE LMS as per the requirement. 8. Changes to the design of e-learning website as and when needed. 9. Migration of website from one server to other whenever there is any need 10. Maintenance of website and any website support request beyond the aforementioned requirements | | |

Signature and Seal of the Bidder: _____

Business Address _____