Seth Anandram Jaipuria College

10, Raja Naba Krishna Street, Kolkata - 700 005

Internal Quality Assurance Cell (IQAC)

Notice inviting tender

Tender Number: SAJC/IQAC/1/2016-17 Dated: 17/03/2017

Sealed quotations are invited from qualified software vendors for "**Installation, Customization/Configuration, Implementation, Systematic Update/Upgrade and Maintenance/Support of open source e-Learning Management System "Moodle" in Cloud Space for all structured users (teachers, students and non-teaching staff) of Seth Anandram Jaipuria College"**

The Quotation as per format mentioned in the tender document, and should reach office of " The Coordinator, IQAC, Seth Anandram Jaipuria College, 10 Raja Naba Krishna Street, Kolkata - 700 005" latest by 24/03/2017

Asok Mukhopadhyay
(Principal)
S.A. Jaipuria College

Requirements/Specification:

Sr. No	DESCRIPTION	SPECIFICATIONS	QUANTITY
1	**Registration and Subscription for cloud space for 2(two) year**	Registration for web server in Linux (with custom domain name) in Cloud space (at least 50GB, describe your offer) and Subscription for 2 year .	
2	**Installation, customization/configuration, Testing, Optimization and implementation of latest stable Moodle LMS.**	Installation, configuration/customization as per our requirement, testing and optimization of LMS website using latest stable open source **Moodle** LMS for unlimited users of Seth Anandram Jaipuria College (Students, Teachers and Staff). Custom Theme design. Section for non-users (without user log-on). Bulk e-mail notification facility to users (with email service). Moodle Mobile application feature enabled. Availability of all standard features/ plug-in's/ blocks/ integrations/ SSO of latest open source **Moodle** version.	**1 unit**
3	**Maintenance, Updates and upgrades (server and Moodle) for 2(two) year**	Maintenance, Updates and Upgrades (both server and Moodle) with latest (as released) available stable **Moodle** version and other features. Security Features restraining data hacking. Periodic Backup service. Traffic Management for unlimited users.	
4	**Training service for 2 (Two) years.**	4 days onsite training on usage of the LMS website for unlimited users (Three day for 3 shift students of the college and one day for teachers/staff) per year.	
5	**Support and help desk facilities for day to day use of our LMS website for two year**	Trouble shooting for operational problems/Technical Problem. Unlimited user support through E-mail/ telephone/ remote login. Online Ticketing system.	
6	**Installation of non-standard plugins/features**	Installation of non-standard plugins/features (as required) for Moodle Platform **(quote per plug-in pricing)**	**1 unit**

Note **(quote for successive years separately)**
(The Institute reserves the right to reject any or all including the lowest quotation without assigning any reason whatsoever.)

A. Installation and Commissioning:

Installation and configuration/customisation, update/up-gradation and Backup of the stated LMS website is to be executed by the bidder within the stipulated time, as mentioned in the Terms and Conditions under direct supervision of Coordinator, IQAC, Seth Anandram Jaipuria College, Kolkata.

B. Technical Specification:

Technical specifications are mentioned above. Please submit the ink-signed & stamped tender document with specification in the respective bidder's letterhead as agreement to compliance of proposed software with the given specifications.

C. Quoting Format (Priced):

The rates must be quoted separately for 1st year and successive years, signed and stamped.
It should be inclusive of all duties, taxes and other levies payable by the bidder
Each bidder must submit only one quotation.

D. Time of Completion:
7 days from the issue of work order.

E. Payment:
Full Payment shall be made on submission of bills in triplicate after delivery and successful installation and deployment of the entire system. No interim payment will be given. Vendor has to submit 40% of the final bill as security deposit in the form of Bank Draft/Check/Bank Guarantee out of which 75% (30% of total bill) will be released after successful service of 1 year and the rest 25% (10% of total bill) will be released at the successful service of 2 year. If the vendor fails to provide the required services in the due course of project (2 years for present bid), the vendor will be liable to pay 100% penalty to the college.

F: Eligibility Criterion:
    a) Email or Facsimile quotations are not acceptable.
    b) The Vendor must be registered under Companies Act (Proof Required)
    c) The Vendor must provide valid photo copies of VAT Registration Certificate & Trade License, Service Tax, Professional Tax and ITR Assessment for last three financial years
    d) The Vendor should have an office for support in Kolkata.
    e) The Vendor should be competent with the local language of West Bengal (Bengali).
    f) The Vendor should have credentials of similar work in at least 10 Higher Educational Institute (Colleges/Universities/Research Institute) and minimum three years experience in Open Source Software Implementation.
    g) The source code for all the solution components to be used/integrated for the proposed deployment must be freely available under an open source license

G: Other Terms & Conditions on services required:

a) Latest stable version of open source Software package Moodle (Learning Management System) should be implemented. Any new release for updates and upgrades should be implemented during contract period.

b) Data Backup: Regular data backups should be made available.

c) Data Privacy, Confidentiality & Security: Vendor should strictly ensure privacy, confidentiality and security of all users' data.

d) Freedom from vendor lock-in: Customer will own both installed/customised web/software package and data and should be able to switch the vendors at any time. In case, for any reason, if vendor discontinues the arrangement of hosting and maintenance of clients data for some reason or client wants to run their own server, a notice of minimum one month's should be given from either side and vendor should facilitate smooth transfer of data to customer's server, so that the services are not disrupted at any point of time.

e) Administrative power should be given to the College Authority (IQAC).

f) The term of the contract will start from the date of operation (i.e. after hand-over of the system to the institute for live operation) till the two years.

g) The vendor should provide its representatives in the due course of inspection, NAAC visit or for some special occasions.

For any clarification please contact:
Coordinator, Internal Quality Assurance Cell
Seth Anandram Jaipuria College
10, Raja Naba Krishna Street, Sobha Bazar, Kolkata, West Bengal 700005
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