Madhya Pradesh Bhoj (Open) University

(Established Under an Act of State Assembly in 1991)

मध्य प्रदेश भोज (मुक्त) विश्वविद्यालय

Kolar Road, Bhopal, MP
Tel : 9424676837
[Visit us at https://www.mpbou.edu.in/]
TenderNo.: 117/IT/MPBOU/25, Dated:- 12/03/25

Online E-Tenders for the following work invited by the Registrar MP Bhoj (Open) University.

E-Tender No	Name of work	Estimated Cost of the tender Rs.	EMD Amount	Cost of Tender Form	Time Limit of Completion of work
	Learning Management System (LMS) & Auto Proctored Examination with Cloud Hosting Service	At Actual (Est. ~65 Lakh)	2.0 Lakh	Rs.2000	03 Months

E–Tender Time Table

Sr. No	Stage	Start Date & Time	Expiry Date & Time
1	Publishing Date & Time	17/03/2025 10:30AM	15/04/25 05:00 PM
2	Tender Document Sale Start & End Date, Time.	17/03/2025 10:30AM	15/04/25 03:00 PM
3	Pre-Tender Meeting Date & Time	24/03/2025 @01:30PM Meeting Link => https://meet.google.com/uzr-sfir-yzi	
4	Tender Submission Start & End Date, Time.	24/03/2025 02:00 PM	15/04/25; 5:00 PM
5	Tender Opening Date & Time.	16/04/2025 02:00 PM	—
6	Technical presentation	Date, time, venue shall be communicated to Technically Qualified Tenderers by mail, Phone	

Note: Before submitting the tender, the tenderer shall mandatorily register and then list themselves(the firm and all key personnel), on https://mptenders.gov.in. Further the tenderer shall follow the operating procedure as may be prescribed on the said website. The other details are also available on the portal. Extension of tender, retender, corrigendum or changes in schedule will not be published in Newspaper; it will be published only at https://mptenders.gov.in.

Registrar
MP Bhoj (Open) University

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Name of work: Learning Management System (LMS) & Auto Proctored Examination with Cloud Hosting Service

DETAILS OF WORK

Online E-Tenders are invited by the Registrar MP Bhoj (Open) University from the tenderers.
All Govt., Semi Govt. Institutions, PSU working in similar field are also invited to apply (Tender Fee, EMD shall be waived for such organizations)

Name of Work	Learning Management System (LMS) & Auto Proctored Examination with Cloud Hosting Service
Estimated Cost of the Tender	At Actual (Estimated 65 Lakh; for EMD calculation only)
Earnest Money Deposit (EMD)	2.0 Lakh
Cost of Tender Form	Rs.2000
Period for Downloading Tender Forms	Refer Online schedule on portal https://mptenders.gov.in
Last date and time for online Tender preparation and hash submission(technical and financial)	Refer Online schedule on portal https://mptenders.gov.in
Date and time for online Tender data decryption and encryption (technical and commercial)	Refer Online schedule on portal https://mptenders.gov.in
Receipt of online EMD Document fees, to be paid online only via Payment Gateway mode/TDR of Additional performance Security Deposit (If required)	Tender Fee and EMD to be paid via online mode only.

TO BE FILLED IN BY THE TENDERER

I/We have quoted my/our offer in Commercial Tender in figures.

Name and signature of Tenderer
With complete address
lete address

DISCLAIMER

Detailed Time Table for the various activities to be performed in e-tendering process by the Tenderer for quoting their offer is given in this Tender Document under "Tender Schedule". Bidder should carefully note down the cut-off dates for the carrying out each e-tendering process/activity.

Every effort is being made to keep the Website upto date and running smoothly 24 x7 by the MPBOU and the Service Provider. However, MPBOU takes no responsibility, and will not be liable for, the website being temporarily unavailable due to any technical issue at any point of time.

In that event MPBOU will not be liable or responsible for any damages or expenses arising from any difficulty, error, imperfection or inaccuracy with this Website. It includes all associated services or due to such unavailability of the Website or any part thereof or any contents or any associated services.

Tenderers must follow the time table of e-tendering process and get their activities of e-tendering processes done well in advance so as to avoid any inconvenience due to unforeseen technical problem if any.

MPBOU will not be responsible for any incomplete activity of e-tendering process of the tenderer due to technical error / failure of website and it cannot be challenged by way of appeal, arbitration and in the Court of Law. Bidders must get done all the e-tendering activities well in advance.

Project Name:

Learning Management System (LMS) & Auto Proctored Examination with Cloud Hosting Service
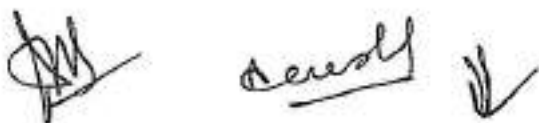
Introduction:

The Madhya Pradesh Bhoj (Open) University invites bids from experienced and reputable software development companies, Govt./ Semi Govt./ PSU and similar organizations working in the related domain; to provide a comprehensive Learning Management System (LMS) along with Cloud Hosting Service for the university within the jurisdiction, on turnkey basis.

The university is requesting for proposals from reputed and professional agencies, Govt./ Semi Govt./ PSU and similar organizations working in the related domain; with expertise and experience in the field of design, development & implementation of Learning Management System (LMS) and development.

Qualification Criteria:

Based on the evaluation of the bid submitted. No consortium shall be allowed for this project bid submitted by such consortiums shall be summarily rejected.

Scope of Services: Complete Setup for Online Courses- Learning Management System (LMS) & Auto Proctored Examination with Cloud Hosting Service

This project involves the design, development, and implementation of an end-to-end integrated **Learning Management System (LMS) & Auto Proctored Examination with Cloud Hosting Service** Application Software to automate all processes related to online learning, course management and online examination administration. The selected Tenderer(s) will be responsible for developing both the website and the mobile application solution. This Application Software including environment and platform will be developed and hosted on IT Infrastructure created by the selected bidder.

The proposed system will serve as a turnkey comprehensive digital infrastructure for conduction of MOOCs as per the guideline of the UGC including design, implementation, hosting, go-live, stabilization, O&M of dedicated portal and managed services, supporting key functions such as Student oriented services, Registration, Fee Payment System, Course Management, Online Auto Proctored System, Academic Administration, Communication etc.

The broad Scope of Work for this project will revolve around the following deliverables:
It will include:

- The university will fully purchase the ownership of the LMS software and AMC will be provided by the service provider.
- Hosting and technical management shall be provided by the service provider.
- The course content on LMS will be fully managed by University.
- Evaluation (CCE and TEE) will be managed through online Auto proctored examination.

The Modules that come under Learning Management System with cloud hosting are:

1. Learning Management System (LMS) with AI based Proctoring:

A sophisticated Learning Management System (LMS) serves as the delivering an integrated platform for content distribution, student engagement, performance analytics and integrated AI based Auto Proctored Examination system using same technology.

2. Cloud Based Hosting Services & Storage:

Complete Hosting Solution for hosting of the proposed LMS through efficient cloud services.

Detailed profile of solution requirement is given in Annexure-III.

TENDERING PROCEDURE
- Tender Forms can be downloaded from the e-Tendering portal of the Public Works Department, Government of Madhya Pradesh i.e. **https://mptenders.gov.in/** after entering the details of payment towards Tender Fees as per the Tender Schedule.

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- The tender submitted by the tenderer shall be based on the clarification, additional facility offered (if any) by the Department, and this tender shall be unconditional. Conditional tender will be summarily REJECTED.

- All tenderers are cautioned that tender containing any deviation from the contractual terms and conditions, specifications or other requirements and conditional tender will be treated as non-responsive. The tenderer should clearly mention in forwarding letter that his offer (in envelope No.1&2) does not contain any condition, deviations from terms and conditions stipulated in the tender.

- Tenderers should have valid Class II /III Digital Signature Certificate (DSC) obtained from any Certifying Authorities. In case of requirement of DSC, interested tenderer should goto https://mptenders.gov.in/ and follow the procedure mentioned in the document; Procedure for application of Digital Certificate.

- For any assistance on the use of Electronic Tendering System, the Users may call the Toll Free: 0120-4001 002, 0120-4001 005, 0120- 4493395. Special Instructions to the tenderers for the e-submission of the tender online through this tender site: https://mptenders.gov.in/

- Tenderer must register them on https://mptenders.gov.in portal by clicking "Online Tenderer Enrollment" and then map Digital Signature Certificate.

- Tenderer then login to the site giving userid /password chosen during registration. The e-token that is registered should be used by the tenderer and should not be misused by others.

- The tenderer can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with tender documents during tender submission.

- After downloading / getting the tender schedules, the tenderer should go through them carefully and then submit the documents as asked, otherwise, the tender will be rejected.

- If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Tenderer should take into account of the corrigendum published before submitting the tender online.

- Tenderer, in advance, should get ready the tender documents to be submitted as indicated in the tender schedule and they should be in PDF/xls/rar/dwf formats. If there is more than one document, they can be clubbed together.

- Tenderer should get ready the EMD as specified in the tender.

- The Tenderer reads the terms & conditions and accepts the same to proceed further to submit the tender.

- The Tenderer has to submit the tender document online well in advance before the prescribed time to avoid any delay or problem during the submission process.

- After the tender submission, the acknowledgement number, given by the e- tendering system should be Printed by the Tenderer and kept as are cords of evidence for online submission of tender for the Particular tender.

- The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of tender online by the tenderers.

- The Tenderer may submit the tender documents by online mode through the site (https://mptenders.gov.in/) as indicated in the tender.

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- The tendering system will give a successful tender updating message after uploading all the tender documents submitted & then a tender summary will be shown with the tender no, date & time of submission of the tender with all other relevant details. The documents submitted by the tenderers will be digitally signed using the e-token of the tender and then submitted.

- The tender summary has to be printed and kept as an acknowledgement as a token of the submission of the tender. The tender summary will act as a proof of tender submission for a tender floated and will also act as an entry point to participate in the tender opening date.

- Tenderer should login to the site well in advance for tender submission so that he submits the tender in time i.e. on or before the tender submission end time. If there is any delay, due to other issues, tenderer only is responsible.

- The tenderer should see that the tender documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the tender is liable to be rejected.

- The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, tender submission, tender opening etc., in the e-tender system. The tenderers should follow this time during tender submission.

- All the data being entered by the tenderers would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not viewable by unauthorized persons during tender submission & not be viewable by anyone until the time of tender opening. Overall, the submitted tender documents become readable only after the tender opening by the authorized individual.

- The confidentiality of the tender is maintained since the secured Socket Layer 128 Bit encryption technology issued. Data storage encryption of sensitive fields is done.

- The tenderers are requested to submit the tender through online e-tendering system to the TIA well before the tender submission end date & time (as per Server System Clock).

- The tenderer should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) option in the browser.

- For any other queries, the tenderers are asked to contact through Mail: https://mptenders.gov.in/.

Eligibility Criteria / Pre-Qualification Criteria

N.	Pre-Qualification Criteria	Supporting Documents to be submitted
1.	Tenderer must be a company registered in India under the Companies Registration Act, 1956 or 2013 and in business for the last 3 years. Or A proprietary firm registered under relevant act and in business for last 3 years Or A partnership firm registered under relevant act and in business for last 3 years	Following supporting document of the company to be submitted: (in Annexure-I) Copy of the valid registration certificate issued by competent authority Copy of PAN Card Copy of GST Certificate For proprietary and partnerships: Copy of registration, Shop act, industrial registration, Copy of PAN and GST registration

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2.	The Tenderer must be ISO 27001 / CERT IN certified and Must have CMMI level 3 or above certificate.	Copy of the ISO/ Cert-In certificate. Copy of the CMMI certification. (Attach as required in Annexure-I)
3.	The Tenderer must have an average annual turnover of at least INR 2 Crores during last 3 financial years of (FY 20-21, 21-22, 22-23) MSME Exemption allowed as per rules. Registered Startup should have atleast 50 Lakh average Turnover in last 3 fin. years. Due exemptions to Govt./Semi Govt. Dept./PSUs working in the similar domain.	1) Certificate from the Competent Authority (CA) Certifying the Turnover & net worth amount 2) Copy of Audited Balance sheet for 3 financial years issued by Chartered Accountant. 3) ITR for last three Financial Years or (FY2020-21, FY2021-22, FY2022-23) 4) GSTR-3B for last 3 months, in current Fin. Yr 5) Startup Certificate by GOI is required.
4.	The Tenderer should have executed Minimum 2 projects with similar scope of activities for any leading educational institutions /examination boards / universities, during last 5 years. IT start-ups should have atleast one similar project's experience with State/Central Govt. Firm / Startup both should have atleast one workorder and completion letter to handle 40,000 students with Government organization.	The Copy of the Work order or Agreement and Completion or Experience certificate signed with universities / boards in India. The list of projects should be summarized in the Annexure-VIII
5.	The Tenderer should not be Blacklisted by any Government, Board, University or Semi-government organization on the Day of bidding.	Declaration of non-blacklisting on Tenderer's letter head as per the Annexure-IX
6.	The Tenderer should have minimum experience of 3 years including serving LMS to educational institutions in India and Overseas.	Copies of the relevant & valid (as on date of submission of bid) copies of work orders
7.	The Tenderer must possess a valid: Income Tax Registration/ PAN GST Registration Certificate	Copies of relevant certificates of Registration (Attach as required in Annexure-I)
8.	The Bidder should have tailor made software with major components ready to deploy solution which can be implemented within the shortest period of time frame at MPBOU. Preparedness shall be assessed on the basis of **Demonstration/ Presentation** of the proposed system on the date scheduled. **A 3-5 minutes video clip of your firm depicting the required process would be helpful in assessment.**	Summary of readiness of solution. (Attach as required in Annexure-X, XI)

9.	The Tenderer should have at least 25 Technically Qualified Professionals on the rolls in the area of Application Development/System Integration/ Technical Support & Prior Experience in maintaining similar projects as per scope of work.	Copy of payroll and work order self-attested (Attach as required in Annexure-VII)

Note: All the relevant documents should be arranged chronologically during the uploading of documents on the online tendering portal.

In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

The Tenderer shall also submit the hard copy of the response documents as per timelines stipulated in tender notice. However, for the purpose of evaluation only, the response document submitted online shall be considered.

Online payment Receipt against Earnest Money deposit.

Online payment Receipt against Tender form fee with GST.

Tenderer must submit work order and Completion Certificate or Experience Certificate from competent authority for each of the cited project experience. In case of MoU, the copy of MoU, work order & completion certificate from awarding company and copy of work order of awarded company from mentioned bodies shall be submitted for such relevant projects

Technical Proposal

Technical Specifications Bid shall be submitted along with covering letter as per Annexure-X, XI with all necessary documents (mentioned in Annexure-I, VII, VIII, IX, X, XII) & Annexures. The technical Bid should contain a detailed description of the proposed work. It should articulate in detail, as to how the Tenderer's technical solution meets the requirements specified in the bid. The technical bid must not contain any pricing or commercial information. Any information submitted additional to the required response should be marked as 'Supplementary' and will be furnished as separate section. **If the Tenderer wishes to propose additional services (or enhanced levels of services) beyond the scope of this bid, the proposal must include a description of such services as a separate attachment to the bid.** The technical Proposal should contain the details of tasks to be performed as per detailed scope of work and technical specifications. The Tenderer shall submit his performance information on his letterhead along with color photographs of infrastructure, copy of software Licensed, agreement etc.

The Tenderers shall also be evaluated on the technical evaluation criteria given in the below table. The Tenderers shall have to score at least 70% marks in the technical evaluation criteria in order to qualify for the commercial evaluation round.

*for S.N 8 *in above table: technical presentation date will be communicated to the qualified Tenderer after the pre-qualification process is completed.*
Commercial Proposal

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- The commercial proposals should be submitted as per the format of Commercial Bid given at Annexure-II, adherence to the prescribed format and terms as mentioned in this tender must strictly be followed. Any deviation or any condition written in the financial except mentioned in the prescribed format, will result in disqualification of bid.
- Unless expressly indicated, Tenderer shall not include any pre-qualification or technical information regarding the services in the commercial Bid. Additional information may be submitted to accompany the proposal. In submitting additional information, it should be marked as supplemental to the required response. Prices shall be quoted entirely in Indian Rupees up to two decimal places and must include all applicable taxes and levies and exclusive of GST (Goods and Services tax)
- The Tenderer is required to ensure that the products and services quoted are as per prescribed specifications and standard.
- The Tenderers are required to quote their best prices, inclusive of all taxes (and exclusive of GST), levies, freight, handling, insurance, and local costs if any etc.
- The rates offered by the Tenderer should be firm and free from all escalations. Prices quoted by the Tenderer shall be fixed during Tenderer's performance of the contract and shall not be subject to variation on any account.
- Commercial bid shall be unconditional; any conditional bid shall be summarily liable to be rejected.
- Software system to be developed & deployed as per Annexure-III; including setup charges, cloud account charges and all kinds of maintenance upgrades and support charges of platform for 3 years (to be reviewed each year) from date of work order.

Bid Evaluation
- Bids will be evaluated by bid Evaluation Committee constituted by the University.
- The decision of the bid Evaluation Committee shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the committee.
- If there is a discrepancy between words and figures, the amount in words shall prevail.
- The Prequalification bid/Technical Evaluation Committee may conduct clarification meetings with each or any Tenderer to discuss any matters, technical or otherwise.

Evaluation Process:
- Bids will be evaluated based on technical and financial criteria as outlined in this document.
- Only technically qualified tenderers matching the pre-qualification criteria will move to the financial evaluation phase.

Bid documents shall be evaluated as per following steps:

Examination of Pre-Qualification Criteria
- A three-stage procedure will be adopted for evaluation of bid proposals, with the pre-qualification being completed before the technical evaluation and thereafter financial proposals being opened and compared. Only those Tenderers fulfilling all pre-qualification criteria shall be called for technical presentation which is part of the technical proposal evaluation.
- The documents submitted in pre-qualification & technical envelope shall be examined to determine whether the Tenderer meets the prequalification/ eligibility criteria, completeness of the bid, whether the documents have been properly signed by the authorized signatory and whether the bids are generally in chronological order.

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- Madhya Pradesh Bhoj (Open) University reserves the right to seek information/clarifications from the Tenderers. Any bids found to be non-responsive for any reason or not meeting the minimum levels of eligibility criteria specified in the various sections of this tender document shall be rejected and not included for further consideration.

- Bid Evaluation Committee may waive any minor infirmity or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Tenderer. Prior to the detailed evaluation, the Bid Evaluation Committee will determine the substantial responsiveness of each bid to the bidding documents. For purpose of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bid documents without material deviations.

- If the Bid Evaluation Committee determines that a bid is materially deviating from the prescribed terms and conditions, then the matter may be referred at higher level to decide whether the deviations of the bid are material or not. Decision of the Bid Evaluation Committee regarding this shall be final and binding.

- The Committee's determination of a bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.

- If there is any difference in interpretation of the bids Terms, Bid Evaluation Committee's interpretation will be final and applied on all the bids. Tenderers are advised to seek clarification on such tender terms, if any, during pre-bid meeting.

Evaluation of Technical Bids

- Technical bids shall be evaluated only of the Tenderers who qualify pre-qualification criteria and submitted all the documents and details in prescribed format.

- **An intimation of bid opening will be given by e-mail**; to all the Tenderers for presentation before the committee appointed by the university, to the bidders who qualify the pre-qualification criteria.

- The bid evaluation committee will evaluate technical bid on the ground of scope of services mentioned in the bid and the technical eligibility criteria mentioned below in the tender document.

- The committee may seek further clarification, if required, from the Tenderers for the purpose of technical evaluation.

- The bidder should be able to carry out the whole project, fulfilling complete norms and criteria set for all the components of the project, inability or incomplete preparation to carry out any one or more portions will lead to their disqualification as bidder in the entire project.

- If a technical bid is determined as not substantially responsive, the university will reject it and in such a case commercial bid will not be opened, decision of committee in the matter shall be final. No correspondence will be entertained outside the process of negotiation /discussion with the committee.

- **Solution must comply with All the Relevant Criteria set by the UGC as Assessment points.**

- **Solution, strategies, offerings and compliances presented in the form of technical presentation** will become essential part of Services Agreement to be signed with the successful Tenderer.

Opening & Evaluation of Commercial bids

- The University will open the commercial bids of only technically qualified Tenderers at the time, date and place, as decided by the University.

- The commercial bids will be opened and compared (after the technical evaluation is completed) for those Tenderers whose technical bids reach the minimum scores of 42 marks out of 60.

- For the final selection of the Tenderer "QCBS" method will be considered

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Selection of Tenderer

- Technical bid, Solution Presentation and Commercial bid will be the basis for bid evaluation.
- Evaluation criteria proposed to be adopted will be Quality cum Cost Based Selection (QCBS) where Technical Bid Score will get a weightage of 60% and the Commercial Bid Score a weight of 40%
- The Tenderer would be technically evaluated out of 60 marks. All the Tenderers who secure overall minimum of 70% (42 Marks out of 60 as per technical evaluation criteria) will be considered as technically qualified. Technical score weightage of all technically qualified Tenderers will be calculated on the basis of the following formula:
- Final Technical Score of Tenderers (FTS)=(Technical Marks received out of Max. 60; by the Tenderer)
- The technically qualified bid having the Lowest Commercial Quote shall be termed as the Lowest Evaluated Bid and will be awarded 100 marks and 40% of weight of this commercial score shall be considered for final evaluation.

Evaluation of Tender for Award –QCBS

Sr. No.	Particulars	Marks Distribution	Weightage
1	**Technical Structure**		60%
	a) User Friendliness & Adaptive Learning provisions, support forums for learning, open discussions & communication. Scalable to manage students as per registration, ability to integrate with various platforms. High-end Security.	20	
	b) Cloud based Storage, Live Class/ Offline)Interaction provisions, Support for assessments, Awarding certificates	20	
	c) Live and Auto Proctored Exam Methodologies	20	
2	Pricing Structure (As Quoted in Annexure-II by the Bidder		40%
	Total		100%

Process and methodology of evaluation:

Financial bid of only those tenderers with at least 42 out of 60 marks in technical evaluation will be considered.

In case at-least 3 tenderers are not available as per above, then the process shall stand cancelled.

The financial bid (fb) will be normalized on a scale of 100, with lowest bid being normalized to 100 and the rest being awarded on a pro-rata basis. The normalized scores would be considered for the purpose of Quality and Cost Based Selection (QCBS).

Final Technical Score of Tenderers (T_b)=(Technical Marks received out of Max. 60; by the Tenderer)

The individual tenderer's commercial scores are normalized as per the formula

$$F_n = (F_{min} / F_b) * 100\%$$

> F_n = Normalized commercial score for the tenderer under consideration

> F_b = Absolute financial quote for the tenderer under consideration

> F_{min} = Minimum absolute financial quote

$$\text{Composite Score (S)} = T_b + F_n * 0.40$$

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The tenderer with the highest Composite Score(s) will be called for negotiations for the award of contract. As a part of their financial bid, the tenderer is required to submit the supporting documents in the formats provided.

While deciding the commercial score the university may adopt item wise lowest rate or cumulative both items lowest rate as per committee decision.

- In case of a tie where two or more Tenderers achieve the same highest overall score, the Tenderer with the higher technical score will be invited first for negotiations.
- The University is not bound to accept the best evaluated bid or any bid and reserves the right to accept any bid, wholly or in part
- Evaluation of highest Composite Score shall be made on the basis of complete project, however the University reserves the right to assign the work in parts to one or more firms.
- After selection, a letter of Award (the "LOA") shall be issued in duplicate by the university to preferred Tenderer and preferred Tenderer shall within seven (7) days of receipt of LOA, sign and return the duplicate copy of LOA in acknowledgement thereof.
- In the event the duplicate copy of LOA duly signed by preferred Tenderer is not received by the stipulated date, university may, unless it consents to extension of time for submission thereof, appropriate the EMD of such Tenderer as damages on account of failure of the selected Tenderer to acknowledge the LOA.
- After acknowledgement of LOA as a foresaid by preferred Tenderer, it shall cause the concessionaire to execute the concession agreement within the period prescribed. The Selected Tenderer shall not be entitled to seek any deviation, modification or amendment in the concessionaire agreement.

Submission of Tenders:
Refer to Key Dates as indicated in the time scheduled mentioned in the detailed tender notice.

Opening of Tenders:
On the dated specified in the Tender Schedule, following procedure will be adopted for opening of the Tender.

Envelope No.1: (Documents)
First of all Envelope No.1of the tender will be opened online to verify its contents as per requirements.

Envelope No.2: (Financial Bid)
This envelope shall be opened online after opening of Envelope No. 1, only if contents of Envelope No. 1 are found to be acceptable to the Department and pre-qualification bid scrutiny committee report

Earnest Money Deposit:
Earnest money shall be paid via online using NEFT/RTGS or payment gateway mode. After Tender opening, the EMD of the unsuccessful tenderer will be returned to account provided by the Tenderer during the bid preparation as given in challan under Beneficiary Account Number.

Earnest Money in the form of cheques or any other form except above will not be accepted.
The amount will be refunded to the unsuccessful tenderers on deciding about the acceptance or otherwise of the tender. In case of successful tenderer, it will be refunded on his paying initial Security Deposit amount & completing the tender documents.

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The amount of Earnest Money Deposit shall be forfeited incase a successful tenderer does not pay the amount of Security Deposit within the time specified as stipulated by the Registrar & complete the contract documents. In all other cases EMD will be refunded.

Security Deposit:

After acceptance of tender the successful tenderer shall be submit the Security Deposit. The total Security Deposit to be paid shall be 3% of the total cost of work entrusted. Successful Tenderer shall pay the 3% amount by Demand Draft in favor of Registrar, M.P. Bhoj (Open) University, Bhopal. The amount deposited as a Security Deposit will be refunded after the completion of work entrusted & satisfactory supply report from concerned department / Examination Division.

The amount deposited as a Security Deposit shall be forfeited in case successful tenderer refuses to accept the work after allotment or successful tenderer fails to start &complete work in scheduled time which is fixed by concerned authority.

Issue of Forms:

Information regarding contract as well as blank tender forms can be downloaded from the e-Tendering website upon providing the details of the payment of cost.

The details of required software solution with examination services (pre/post/digital evaluation) are specified in Annexure III.

The University will supply the required information to the Tenderer. The Tenderer has to design, configure and upload the university data to proposed system and understand any custom requirements from university for the ERP related work as required by university. The Tenderer should understand & implement all the technical details including security features, approval workflows, proctoring requirements etc. should be as per the requirement of the Examination department of the University.

Tender's Acceptance:

Acceptance of tender will rest with the Registrar, MPBOU, and Bhopal who reserves the right to reject any or all tenders without assigning any reason therefore.

Conditional Tender:

The tenders who do not fulfill the conditions, the general rules and directions for the guidance of tenderer in the tender form or are incomplete in any respect are likely to be rejected without assigning any reason therefore. Conditional Tenders will not be accepted or considered.

Power of Attorney:

If the tenderers are a partnership firm or comp any, they should in their forwarding letter mention the names of all the partners together with the name of the person who holds the power of Attorney, authorizing him to conduct all transactions on behalf of the body, along with the partnership deed. (Annexure-XII)

Payment Terms:

No Advance will be paid. Payment will be made after successful completion of the event and after due procedure.

No payment will be made for any kind of incomplete implementation of the project.

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Services under Part A: The Tenderer will be eligible for receiving payment up to 50% of billing amount towards successful deployment of LMS module on the cloud and its functionalities are tested verified. Charges as calculated on the number of students admitted after admission cycle is over. Remaining 50% amount will be released after completion of first annual cycle of academic session, i.e.; publication of examination results and completeness of all the modules and services laid in this document.

Services under Part B: The Tenderer will be eligible for receiving payment up to 50% of billing amount towards services charges as calculated on the number of candidates admitted in the course, after successful implementation of modules and satisfactory working of it. Remaining 50% amount will be released after completion of annual cycle of academic session, i.e.; publication of examination results and completeness of all the modules and services laid in this document.

The Admission and Examination Department will provide the stipulated dates to deliver the services and tenderer need to comply with the same. The bidder shall be required to produce the bill in duplicate & completed in all respect to be verified by the Admission and Examination Department.

In case, the tenderer to comply condition of delivery of services payment of the invoice will be made within one month after receiving a satisfactory report from the Examination Department.

Duration of tender:
Duration of validity of tender and subsequent contract shall be for a period of three years from the date of handover of the software platform; however it may be extended for upto next three years as per mutual consent on similar rate, terms and conditions specifically included in the agreement.

GENERAL TERMS & CONDITIONS / INSTRUCTIONS TO TENDERERS:

- The tenderer should read carefully all the tender terms, conditions and work specifications.

- Conditional offers received other than the specified conditions mentioned in the tender enquiry are liable for rejection.

- All the tenderers should note that failure of violation of General Conditions, General Notes, their tenders are liable for prima-facie rejection.

- The supplier must have sufficient capacity to implement the software and complete the services successfully.

- Evaluation of tender will be done on the basis of the item lowest rate. However, the University shall consider the merit of the Tenderer while making a decision.

- The decision of the committee in the matter shall be conclusive, final, and binding on the Tenderers and non-challengeable.

- Any price escalation will not be considered, however any change hike in Goods & Service Tax (GST) shall be paid or if decrease in taxes it shall be deducted from payment to tenderer.

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- The Tenderer should deliver all Application and Cloud Account user controls as per delivery schedule given by the University.
- The quoted rates should be inclusive of all taxes and incidental charges but exclusive of GST. GST will be applicable at actual.
- No Joint Venture or Consortium partnership or Subletting the work is allowed.
- The tenderers / companies shall acquaint himself fully with the requirements of the University. No compensation on account of any difficulties will be entertained at a later stage after award of works.
- **Technical bid, Solution Presentation and Commercial bid will be the basis for bid evaluation.**
- Authorities may ask for clarification or further information to evaluate the bid.
- Please note that all the uploaded documents the bid should be signed with date; and the seal of the organization should be put near the signature of the Authorized signatory.
- If any information sought in this document is missing or not clearly specified by the vendor, it will be assumed that the organization is not in a position to supply information.
- An Undertaking (Self Certificate) is to be submitted that the Organization hasn't been blacklisted by any central/state Govt. department/ organization.
- Technical and financial bids will be opened in the presence of tenderers or their representatives who choose to attend on the specified date and time.
- Financial bids of only eligible tenderers matching the pre-qualification criteria of the bids and qualifying in the presentation will be opened.
- In the event of the date specified for receipt and opening of bids being declared as a holiday by the University, the due date for opening of bids will be the next working day at the appointed time.
- The University reserves the right to accept/reject any or all bids received in response to this advertisement at any stage of the process; without assigning any reasons, whatsoever. The University also reserves the right to raise the eligibility criteria for short listing the vendors.
- Tenders shall be submitted in prescribed tender form through https://mptenders.gov.in portal only. The tender will be rejected if not submitted in the prescribed format.
- Tenderers should be prepared to meet with university authorities upon request.
- Development work must be completed within the time limit prescribed by the university.
- Tenderers shall ensure all kinds of security provisions including CAPTCHA facility and password protection at server and client side.
- A Single point of contact will be nominated by Tenderer.
- Tenderer shall keep track of the record of update & maintenance request received from Officer and action taken report. The report shall be sent to the Organization every day.
- Developed Websites shall be bilingual (Hindi and English) and with Mobile Application.
- Tenderers are not allowed to advertise their own brand/content/logo/symbol or any such things on the portal without written consent from the department.
- Tenderers should be responsible for ensuring that all the software, Plugins, Scripts etc., used for the websites are updated with the latest patches and are free of any known vulnerabilities.
- If any of the rules is not be followed it may lead, your company to Discontinuation of agreement.
- Delay Penalty: delay penalty will be levied at the rate as 0.5% per day of estimated project cost.

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- University shall have the right to cancel this work order if services are found unsatisfactory.
- Bids received after the specified date and time, due to whatever reason, shall not be considered for bidding.
- **Conditional Bids/Vague offers shall not be considered.**

Use & Release of Tenderer Submissions:

- The documents/papers prepared in this connection shall be the property of the University and must be deposited with the University after the work is over.
- The work order for the required service will be placed with the selected service provider by the University directly, and the payment for the service mentioned in the said work order will be made by the University from their own source of funds as per the financial terms and conditions of the bid.

Note:

- Consortiums will be not allowed. The tenderer must meet all the eligibility criteria by itself.
- In case the Tenderer finds that the submitted documents are insufficient, the Tenderer is expected to provide additional documents to confirm eligibility based on a request from the Tenderer.

Cost of Bidding

The Tenderer shall bear all the costs associated with the preparation and submission of its bid, and the University will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Clarification of Bidding Documents

A prospective tenderer requiring any clarification of the bidding documents may seek clarification of their query on the date indicated in this document. The University will respond to any request for clarification of any bidding documents, which it receives during the meeting on the date mentioned in this document. The University shall hold a pre-bid meeting with the prospective tenderers on the date and time given in schedule.

The Tenderers must ensure that their queries for the pre-bid meeting reach the designated officer by post, facsimile, or email on or before the date and time given in schedule.

Specific Conditions for Tenderers:

Contract Validity: The contract will be valid for a period of 3 years from the date of award unless terminated earlier or extended in accordance with the contract terms.

Confidentiality: The tenderer shall not disclose any confidential information received from the University to any third party.

Training & Documentation

- The successful Tenderer must provide appropriate Training to the users; training should be given to the university designated resources for ease of operations and administration of ERP application. All the necessary user manuals/guidelines to operate the application must be provided by the Tenderer.

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Comprehensive Maintenance

- Tenderer must provide the comprehensive maintenance inclusive of regular and yearly maintenance & process change upgrades of the application till the contract period.
- In the event of non-extension of contract, the Tenderer must transfer all the knowledge and user credentials, data if any to the university without any hesitation and without any charges.

- **Dispute Resolution:** Any dispute arising out of or in connection with this contract shall be resolved through mutual discussion. If the dispute remains unresolved, it shall be referred to arbitration in accordance with the Indian Arbitration and Conciliation Act, 1996.

- **To be eligible for award of contract, Tenderer must possess** Bid security Declaration along with prescribed document in tender document.

Functional Specifications:

The proposed application software should have following components:

- Secure web interface for data management
- Mobile APP Support for Students and Admin Level
- Document and image storage with cloud-based data backup
- Report and dash board layout customization services to be provided as per the requirements.

Technical Requirements:

Modular Design

- The proposed solution should be modular in nature.
- Modules should use standard data-exchange protocols.
- Various information for which the corresponding module is responsible should be exposed via authenticated APIs.

Front-end Design

- The user interface (UI) must follow principles of responsive design.
- The UI for all modules must ensure flexible designs that can cater to devices of all form factors (laptop/desktop/tablet/mobile).
- All user interfaces must ensure compatibility across most of the popular browsers.
- Input data validation / sanitization should be done both at the front end as well as at the back end to ensure security and safety.
- User interfaced sign along with the back-end sanitization should ensure that attacks that are defined in Open Worldwide Application Security Project (OWASP TOP 10) are ineffective against the proposed system.

Authentication, Authorization and Access Control

- A user-friendly web interface should display all the roles and authorizations associated with them with the additional ability to generate reports.
- The proposed solution should have Single Sign on (SSO) facility, so that the user need not separately login to every module independently.
- Any communication between the user and the central authentication server must be over a secure communication channel.
- Audit logs must be available for all authentication, authorization and resource access requests.

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Backup and Disaster recovery

- The tenderer must provide a detailed backup strategy plan, Disaster recovery plan, and storage recovery.
- The proposed solution must ensure a high degree of automation of incremental backup, full backup, data recovery, health monitoring of various services, etc.

Centralized Database

- The tenderers are to propose a backend database which will be a centralized database stored at single location.
- The database character set should be unicode to support several languages.
- The database must satisfy the following standard properties that are required of a database: -
- High Availability: The system should be deployed with high availability to ensure zero to negligible downtime in the event of a failure of the underlying VM/server.
- Latent Capacity: Database must have the ability to handle unexpected peaks in usage workloads.
- Performance: Considering a given system load, we require very low query response times.
- Scalability: The capacity to handle a larger range of user requests should be increased (or decreased) without any changes to the original architecture.
- Security: The database should allow easy setup of authorization and authentication schemes by administrators who are not necessarily database administrators.

Integration with existing and legacy systems

- The tenderer must provide a comprehensive data integration platform that covers a wide spectrum of data integration requirements.
- Additionally, the system should support real-time integration.
- The integration toolkit should be compatible with all platforms, hardware, and operating systems using the same toolkit.
- It should be able to interface with other existing systems through standard data interchange file formats like JSON, XML, SOAP, etc..

General

- Full Code Ownership no third-party software.
- Full working demo onsite within 1 week of notice.

Technology :

Preferably, open-source technologies but Not Moodle or its kind with the latest technology full-stack should be used for both web and mobile applications to achieve higher scalability while reducing time and cost.

Application should run on Microservices architecture, not monolithic, and it should support Containerization.

CISA / CISM / CISSP Certified report which says the ownership of In-house developed product belongs to tendering firm.

Manpower Availability:

The Tenderer should have at least 25 Technically Qualified Professionals on the rolls in the area of Application Development/ System Integration/ Technical Support & Prior Experience in maintaining similar projects as per scope of work.

Other terms: Tenderer must provide support and maintenance during the contract period Tenderer must provide annual maintenance services to the Software after the agreement period.

All the maintenance, hosting and any other charges incurred to provide the services are to be taken care of by the successful Tenderer. University is not liable for any such expenses whatsoever.

Sl. No	Information sought	Details furnished
1	Name of the Firm	
	Address of Local Regd. office	
	Address of Head Office	
2	Whether Public Limited /Pvt. Limited/ Proprietary etc.	
3	Year of Incorporation	
4	Date of Registration	
5	RoC Ref. No:	
6	Details of company registration	
7	Details of GST registration with app. Authority	Copy of GST registration GST *Return for Previous Month*
8	TAN No.	
9	PAN Number with Details of Income Tax Returns (FY 21-22,22-23, 23-24)	Copy of Income tax paid (for previous 3 Fin Years i.e. 2021-22, 2022-23, 2023-24)
10	Name, Address, Email, Phone No. of Bidder	

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CERTIFICATES:

Attach as applicable; ISO-27001/ CERT IN empanelment, MSME Registration Certificate / Start-up India Certificate.

WORK EXPERIENCE:

(Attach: Agreement copy or work order or certificate related to providing the services as a proof of eligibility from Govt./ Semi Govt. Organization)

SN	Name of Institute/ Org.	Type of Institute (Govt. Organizations/ Education Dept. /Educational Institutes/Research Institutes)	Service-Tenure (Date/Month/Year)	
			Commencement of Service	End of Service
1				
2				
3				

ANNUAL TURN OVER: (Attach: Extracts of BS and P&L Statement)

SN	Name of Firm/ Agency	Financial Year	Annual Turn Over
1		2022-23	
2		2021-22	
3		2020-21	

DECLARATION:

I, the undersigned, hereby declare that I shall abide by all the clauses, of the tender document viz. Penalty, Risk Purchase, Fall, and conditions as prescribed in the document MP Bhoj (Open) University, Bhopal

I declare that our firm/company possesses-

- Sufficient number of Resources, software, license available exclusively for such work
- Sufficient Capacity and manpower available to deliver the work within specified delivery period as per *Annexure IV*.

Date: Signature of the Tenderer
With official seal of company

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S N	Service Type*	Quantity	Per Student Quoted Rate (a)	Weightage (b)	Balanced Rate = (a) * (b)
		Indicative Number	*Amount to be Quoted by the Tenderer*	*Multiplier*	*for Office Use*
Part A: (LMS Platform Development)					
1	Development of UGC Compliant Learning Management System (LMS) & Mobile APP with all features as per Annexure-III	One Time Charges Software Development including Online examination and result processing, Deployment, Training, Charges		1/1000	
Part B: (Recurring Services- per year)					
2	Cloud Hosting Charges, Monitoring, Management, Help Desk, System support, Maintenance, Updating, Upgradation, Reporting Security, Auditing, Backup & Disaster Recovery etc.	a Upto 1000 Users		1.00	
		b 1001- 5000 Users		1.00	
		c 5001-10000 Users		1.00	
		d 10001 and Above Users		1.00	
3	AI Based Auto Proctored Examination Annual Charges (Complete Process including result processing)	Flat Per Student Charges		4.00	
	Absolute financial quote (Sum of Balanced Rates) *for Office Use*				

I, the undersigned, hereby declare that I fully understand and agree to the following:

- All deliverable functions, services, and modules outlined in the Scope of Work, and the Conditions specified under Technical Requirements, and are essential components of the Service for which rates are being quoted. I acknowledge that no additional charges will be accepted for these functions, and the services will not be considered complete without their fulfilment.

- **I understand that the University reserves the right to subscribe to only a part of the services as per its requirements. However, for the purpose of calculating the lowest bid, quoted rated of all the parts will be considered together, as per the method outlined in this document.**

- All quoted rates include setup charges, cloud account charges, any operational/ maintenance, upgrades, and SMS or other support costs for the platform during the entire period of service.

- The rates quoted are inclusive of all taxes, except for GST, which will be applied at actual rates.

- I accept that the University reserves the right to award the work based either on the lowest rate or by considering the feasibility of the work and the Tenderer's capability. The committee's decision in this regard will be final, conclusive, and binding, and I agree that it cannot be challenged.

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The broad Scope of Work for this project will encompass the following deliverables:

- Development of Comprehensive Online Self-Learning Platform (UGC compliant)
- Proctored Online Evaluation Mechanism
- Question Bank Management & AI-Driven Question Paper Setting Management

Learning Management System (LMS) Features
1. User Management Module

- **User Registration:** Allows new users to sign up with necessary details.
- **Self-Registration:** Users can register themselves using email verification.
- **User Authentication:** Secure login system for students, instructors, and administrators.
- **Role Management:** Different roles (Admin, Instructor, Student) with varying permissions.
- **User Profiles:** Personal information, learning history, achievements, and optional position/rank.
- **Password Recovery:** Mechanism to recover or reset passwords.

2. Course Management Module

- **Course Creation:** Tools for instructors to create and manage courses.
- **Course Catalog:** A searchable database of available courses.
- **Course Structure:** Organize content into modules, lessons, quizzes, and assignments.
- **Content Upload:** Support for various content types (videos, PDFs, PPTs, YouTube links).
- **Course Scheduling:** Set start and end dates, enrollment periods.
- **Prerequisites:** Define prerequisite courses or knowledge needed.
- **Batch Promotion to Next Class.**

3. Learning Management Module

- **Dashboard:** Personalized dashboard showing progress, upcoming deadlines, and notifications.
- **Lesson Delivery:** Interactive video lectures, reading materials, and other content.
- **Progress Tracking:** Monitor students' progress through the course.
- **Quizzes and Assessments:** Create quizzes, tests, and assignments to evaluate learning.
- **Assignments/Project Submission:** Upload and manage assignments.
- **Grade Book:** Track and manage grades.

4. Communication and Collaboration Module

- **Collaboration Tools:** Virtual classrooms, discussion forums, and chat functionality.
- **User Chat Functionality:** Facilitate communication among learners and instructors.
- **Personalized Communication Tools:** Push notifications, messaging, and email facilities.
- **Announcements:** Instructors and admins can post important updates.
- **AI-enabled Chat Bot:** For E-learning and online exams.

5. Reporting and Analytics Module

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- **Student Performance Reports:** Generate reports on individual or group performance.
- **Course Analytics:** Track course effectiveness and completion rates.
- **User Activity Tracking:** Monitor how users interact with the platform.
- **Custom Reports:** Ability to generate custom reports based on various metrics.

6. Payment and Billing Module

- **Payment Gateway Integration:** Support for multiple payment methods (Credit/Debit card, Net banking, UPI etc.).
- **Subscription Management:** Handle recurring payments and course fees.
- **Invoices and Receipts:** Generate and send invoices and receipts.
- **Discounts and Coupons:** Apply promotional offers and discounts.

7. Content Management System (CMS) Module

- **Content Library:** Centralized storage for all course materials.
- **Content Versioning:** Manage different versions of content.
- **Multimedia Support:** Handling various types of multimedia content.
- **Content Search and Filters:** Easy access to content with search and filtering options.

8. Integration and Extensibility Module

- **Integration Capabilities:** Integration with other LMS, HR software, and content authoring tools.
- **APIs and Extensibility:** Open APIs to enable customization and integration with our other student life cycle management software etc.
- **Support for Payment Gateway Integration:** Seamless integration for transaction processing.

9. Security and Compliance Module

- **Data Protection:** Ensure protection of user data and information.
- **Accessibility Compliance:** Adhere to WCAG and other accessibility standards.
- **GDPR Compliance:** Ensure user data privacy in compliance with regulations.
- **Audit Logs:** Track significant actions within the system for security auditing.
- **Security Audit:** Before handover of platform, VAPT Test report by CISA / CISM / CISSP certified professional is required.

10. Mobile Learning Module

- **Mobile-Friendly and Accessibility:** Responsive design across various devices.
- **Mobile App Support:** Dedicated apps for iOS and Android.
- **Offline Access:** Ability to download course materials for offline study.

11. Gamification Module

- **Badges and Achievements:** Reward students for course completion.
- **Leaderboards:** Encourage competition among students.
- **Progressive Unlocking:** Unlock new content as users progress.

12. Support and Helpdesk Module

- **Knowledge Base:** Access to FAQs, guides, and tutorials.
- **Ticketing System:** Submit and track support requests.
- **Live Chat Support:** Real-time assistance from support staff.

13. Content Authoring Module

- **Interactive Content Creation:** Tools for creating interactive lessons and assessments.
- **Template Library:** Pre-built templates for common lesson formats.
- **CMS Module: Complete content management module is required**

14. Bilingual Support Module

- **Language Selection:** Allow users to choose their preferred language.
- **Translation Management:** Manage translations of course content and interface.

15. Assessment and Feedback Module

- **Quizzes and Exams:** Create quizzes with various question types and set automatic grading.
- **Assignments:** Students can submit assignments online, and teachers provide grades and feedback.
- **Surveys and Feedback:** Support various survey tools and custom feedback forms.

16. Tracking and Reporting Module

- **Activity Completion Tracking:** Teachers can set conditions for marking activities as complete.
- **Gradebook:** Flexible gradebook allowing various grading methods.
- **Detailed Analytics and Reports:** Help instructors monitor student performance and engagement.

17. Adaptive Learning Module

- **Adaptive Learning Algorithms:** For personalized content delivery, pacing, and difficulty levels.

18. Open Digital Repository with publishing features

- Launch an Open Platform with core repository functions
- Provide hosting for wide range of e-books across various categories, such as reference materials, journals, textbooks, and OER.
- Facilitate a verified book publication process through editorial review.
- Content Upload and Publishing Management
- (i) Submission Tools: Easy submission process for authors and publishers.
- (ii) Admin Panel: Interface for content approval and curation.
- Editorial Review:
- (i) Initial Screening
- (ii) Expert Review
- (iii) Feedback and Revisions
- (iv) Approval
- Metadata Management: Tagging and categorization for better organization.

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- Spaces for users to discuss books and share opinions.
- Compatibility with various formats (PDF, ePub, audio).
- Admin Dashboard: Tools for tracking user engagement and library metrics.
- Reporting Features: Insights on popular titles and user demographics.

Special Terms and Conditions :Cloud Services & Storage

Hosting & Deployment Requirement

The Bidder will be responsible for optimally designing and provisioning of required Cloud Infrastructure for hosting MP Bhoj (Open) University's applications.

The Cloud Infrastructure/ Service provisioned by the Bidder must be auto scalable and flexible.

Cloud Infrastructure Management

- Provisioning and Configuration: Set up and configure cloud resources (compute, storage, networking) based on Client's requirements.
- Real time backup to MPBOU: In another cloud account managed by MPBOU, real time backup of entire cloud platform is required for safety purpose.
- Scalability Management: Monitor and manage the scaling of resources to ensure optimal performance and cost-efficiency.
- Performance Tuning: Regularly optimize cloud resources to enhance performance and reliability.
- Reporting: Provide detailed reports on cloud usage, costs, and optimization opportunities.

Proposed CSP/MSP should :

- be MeitY empanelled and Government Community Cloud (GCC) compliant and offer all services from India only as per guidelines of MeitY.
- be Operating in India for at least 5 years as a cloud service provider and have The Primary and Data Recovery (DR) Data Centre (Cloud) physically located in India.
- be a registered firm or a company in India and the proposed Data Centres (DC) should have jurisdiction in India.
- ensure against any breach of data security and data loss of hosted applications.
- support a minimum uptime of 99.982% for each of its services. A publicly available documentation needs to be provided for the same.

The cloud should have following capabilities:

a) All the virtual machines should be auto scalable in terms of RAM and CPU.

b) The cloud platform should be enough intelligent to predict incoming load and assign resources to virtual machines dynamically without rebooting system.

c) Cloud platform should always allocate automatically resources against running load to handle sudden spikes.

d) The cloud platform should provide high availability across virtual machines so that even if any host goes down, all guest virtual machines should be migrated to another host automatically.

e) Cloud platform should support both horizontal and vertical load balancing

f) Cloud provider should give a dashboard of all virtual machines to monitor allocated and used resources by the portal application.

g) Cloud dashboard should allow generating reports for trend analysis of system usage.

i) There should be provision to generate historical reports of resources utilization.

j) There should be admin panel to create, delete, start and stop virtual machines.

k) Security groups, Firewalls should be configured and tested on regular basis.

The Dashboard must include following, but not limited to:
- Availability – Memory, Disk, CPU, WAF, Firewall, SLB, etc.
- Utilization/ Consumption – Memory, Disk, CPU, WAF, Firewall, SLB, etc.
- Ticketing & Incidents monitoring, tracking, response and resolutions
- Security tracking, Virus/ Malware alerts, DDoS, Phishing, etc.
- Alerts & Monitoring
- Resource Optimization
- Patch Updates
- The reports and services must be available for hourly, daily, weekly, monthly, quarterly and yearly monitoring.

System should have ability to automatically scale (increase/ decrease) the number of Instances/ VMs during demand spikes for few hours /days to maintain performance.

Monitoring and Support

- 24/7 Monitoring: Continuous monitoring of cloud infrastructure to detect and address issues proactively.

- Incident Management: Provide round-the-clock support for incident detection, diagnosis, and resolution.

- Help Desk Support: Offer a help desk for user support and troubleshooting with defined SLAs.

Security Management

- Security Assessments: Conduct regular security assessments and vulnerability scans to identify potential risks.

- Compliance Management: Ensure compliance with relevant industry standards and Regulations (e.g., GDPR, HIPAA, PCI-DSS).

- Threat Management: Implement and manage security measures including firewalls, intrusion detection/prevention systems (IDS/IPS), and data encryption.

Backup and Disaster Recovery

- Backup Services: Regularly back up critical data and applications as per the backup policy.
- Log Based Backup Facility to External Hard Drive Every Month.
- Content download through admin account.
- Disaster Recovery Planning: Develop, implement, and test disaster recovery plans to ensure business continuity.

- Data Restoration: Provide data restoration services in the event of data loss or corruption.

Provision for Integration with Existing or any other Software System:

- Seamless Data Flow: Ensure seamless data exchange between the Affiliation Management System and other UMS modules, such as student information, faculty management, and financial operations.

- Unified Access: Provide affiliated institutions with access to relevant UMS functionalities through a single, integrated platform.

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- Real-Time Updates: Synchronize data in real-time to maintain consistency and accuracy across all systems.
- API Integration with existing University software.
- API integration with reputed banks for online payment
- Customization / Development of the existing/new software modules to be in-scope during the contract period
- Total Access Control over the software by the University.

Model Features/ Special Conditions

- Implement robust security measures to protect exam data, prevent unauthorized access, and ensure compliance with data protection regulations.
- 24 x 7 day support post implementation for 1 Year
- Handholding (01 Expert Employee) for 1 Year
- Integrated Data model for modules or solution with scalability & cost effective solution
- Ability to manage all security aspects of the University Examinations
- Ability to conduct the Online Examinations with AI Proctoring model
- Integrated / Independent Learning Management Solution
- Ability to Integrate Payment Gateways.
- Multiuser access, controls, and management.
- The solution must use and be hosted on a Designated/Virtual Private Cloud Server.
- The solution should be developed in-house and owned by the company (Made in India).

Solution Must Comply with **All the Relevant Criteria** set by **the UGC as Assessment point for Comprehensive Online Self-Learning Platform**

Reference:

1) User Friendliness

Indicative terms of reference

a) Ease of use proper navigation attractive presentations in UI

b) Availability of Interfaces delivery mechanisms – web, mobile, desktop, instant messaging, video conferencing, audio graphic systems etc.

c) Availability of proper internet connection in case of web-based interfaces.

d) Representation of content – text graphical, exercises, tutorials, examples, case studies etc.

e) Proper help availability (instructions for use)

2) Content Storage and Management provisions

Indicative terms of reference:

a) Production of contents

b) *Video-Audio Storage mechanism (name of cloud service provider)*
c) *Ease of access to content*
d) *Reliability and availability of content at all times.*

3) Synchronous Interaction provisions

4) Asynchronous Interaction provisions

5) Learner engagement provisions

6) Quality of Videos (Adaptive Delivery)

7) Discussion forums
Indicative terms of reference:
a) *Participation*
b) *Coverage*
c) *Response time*
d) *Quality of solutions, accuracy, validity*

8) Peer group interaction provisions

9) Learning Communities/Research forums
Indicative terms of reference
a) *Collaboration of internal external communities*
b) *Collaboration methodology*

10) Adaptive learning provisions

11) Provision for grouping the learners with different mentors
One mentor to be assigned for 250 learners as per the regulations

12) Dashboard options for all the stakeholders

13) Proctored examination methodology

14) Examination support – formative & summative
Indicative terms of reference:
a) *Online question bank management, paper setting, valuations*
b) *Online student registrations and exam scheduling*
c) *Online generation of grades based on continuous evaluation*
d) *Learner authentication*

15) Examination support – Multiple choice and Long/Short answers

16) Provisions for Online assignment creation, submission & grading

17) Availability of tool to keep students informed about activities, performance etc.

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18) Plagiarism check provisions

19) Methodology for online payment gateway

20) Flexibility

Indicative terms of reference:
a) Browsers supported, main site having responsive design

21) 4-Quadrant support as per standard approach followed by SWAYAM

22) Provision of online award of certificates/degrees

23) Proposed methodology to train the faculty to effectively Design, Develop and Deliver MOOCs

24) Security features from transparency & credibility perspective
Indicative terms of reference
a) At all levels including IP tracking of the learner

25) Scalability
Indicative terms of reference
a) Maximum users, Number of users able to log in simultaneously

26) Proposed methodology to ensure that the faculty engages with the student, motivates them and assesses them

27) Proposed methodology to create an appropriate organizational setup in the HEI for maintaining and running the platform

28) Proposed methodology to ensure the quality of online courses

Delivery Schedule

Delivery of the Software for the above mentioned scope of modules with integrated solution.

0: SRS and Prototype (Day 15)

1: LMS Platform & Portal Foundation (Day 45)

a. Set up the Learning Management System (LMS) platform on cloud infrastructure.
b. Develop User Registration (including self-registration and email verification).
c. Implement Role Management (Admin, Instructor, Student) and Authentication.
d. Initial setup of the Admin Dashboard for basic user control.
e. Open Digital Repository: Implement the repository for ebooks, journals, and textbooks
f. Provision: for with content upload and editorial review.
g. Security & Compliance measures (data protection, GDPR, accessibility).
h. Basic Mobile Compatibility (responsive design).

2: Course Management & Content Delivery (Day 55)

a. Course Creation: Tools for course structuring, catalog, and management.
b. Training: Enabling instructors to manage and deliver learning materials.
c. Content Upload: Support for multiple content types (videos, PDFs, YouTube links, etc.).
d. Lesson Delivery: Interactive content delivery to students.
e. Assignment Submission: Basic submission and tracking of assignments and quizzes.
f. Batch Promotion: Functionality to promote students to the next class/batch.

3: Communication & Collaboration Tools (Day 65)

a. Virtual Classrooms: Implement discussion forums and video collaboration tools.
b. Announcements & Notifications: Develop an announcements system for admins and instructors.
c. AI Chatbot: Integrate an AI-driven chatbot for real-time assistance during learning sessions.
d. User Chat: Enable chat functionality for students and instructors.
e. Mobile App (Basic): Implement mobile features for offline content access and notifications.

4. Assessments, Reporting & Proctoring (Day 75)

a. Question Bank Management: Create a system to manage question bank with answer.
b. AI-Driven Question Paper Setting: Automatically generate question papers.
c. Proctored Online Evaluation: Complete the proctoring system for online exams.
d. Grade Book: Track grades and results within the system.
e. Reporting & Analytics: Student performance, user engagement, course effectiveness etc.

5. Payments Gateway & Final Testing (Day 90)

a. Payment Gateway Integration: Support for subscription management and invoices.
b. Gamification: Add badges, achievements, and leaderboards.
c. Final Testing: Perform functional, security, and performance testing.
d. Deployment & Launch: Deploy the full system and train admins.

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Declaration of Unconditional Bidding Documents

(To be provided on the respective company Letter head by the Tenderer)

To,
Registrar
MP Bhoj (Open) University, Bhopal

Subject: Submission of Bid for Selection of Agency for "Learning Management System (LMS) & Auto Proctored Examination with Cloud Hosting Service Solution " for MP Bhoj (Open) University, Bhopal
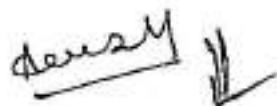
Ref: E-Tender Notice No.--

I, authorized representative of_____, hereby solemnly affirm that the bid documents submitted as a part of pre-qualification, technical bid and financial bid are unconditional in all respect considered for "Submission of Bid for Selection of Agency for Learning Management System (LMS) & Auto Proctored Examination with Cloud Hosting Service Solution for "MP Bhoj (Open) University, Bhopal".

In the event of any discrepancy or misrepresentation in the provided information or declaration, unsatisfactory performance, or violation of any contract conditions, the University reserves the right to terminate the contract immediately without any obligation for compensation.

Date:

Place: Name & Designation with Seal

Request for clarification form

Name of the Company/Firm:

Name of Person(s) Representing the Company / Firm:

Name of the Person	Designation	e-mail id	Mobile Number

Query/Clarification sought:

S.N.	Bid documents Reference (Section no., Sub section no.)	Page No.	Content of Bid Requiring clarification	Clarification Sought

Note: - Queries must be strictly submitted only in the prescribed format. Queries not submitted in the prescribed format will not be considered/ responded by the tendering authority.

Date:

Place: Name & Designation with Seal

Self-declaration

To,
Registrar
MP Bhoj (Open) University, Bhopal

Subject: Submission of Bid for Selection of Agency for "Learning Management System (LMS) & Auto Proctored Examination with Cloud Hosting Service"
MP Bhoj (Open) University, Bhopal
Ref: E-Tender Notice No.____

In response to the Tender for "Learning Management System (LMS) & Auto Proctored Examination with Cloud Hosting Service" for MP Bhoj (Open) University . Bhopal
As an owner/partner/Director of..
I/We hereby declare that our Company/firm is having capacity to implement the above scope of work.
Please see below for details of our facility location and resources.

S.N.	Name, Location & detailed Address of office, works	Manpower employed at the office	No. of computer & software	
1	2	3	4	

Date:

Place: Name & Designation with Seal

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Technical Form

The Tenderer should have executed minimum two projects with similar scope of activities for any leading educational boards /examination boards / universities, directly or through MoU with the awarded company, during last five years

S.N.	Name of Organization and details of Contact Persons	Description of Projects	Order Value in INR	Commencement Date	Completion Date	
1						

S.N.	Name of Organization and details of Contact Persons	Description of Projects	Order Value in INR	Commencement Date	Completion Date	
1						

Particulars of Authorization of the person signing these documents on behalf of the Tenderer.

S.N.	Particular	Details	
1	Details of authorized person to sign this bid document for this project Name Company Designation Address Mobile Number Email Address		
2	Authorization Given by		

Date:
Place: Name & Designation with Seal

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Self-declaration of Non-blacklisting

To,
The Registrar
MP Bhoj (Open) University . Bhopal

Subject: Submission of Bid for Selection of Agency for " Learning Management System (LMS) & Auto Proctored Examination with Cloud Hosting Service" for MP Bhoj (Open) University, Bhopal

Ref: E-Tender Notice No.--

In response to the Tender for Submission of Bid for Selection of Agency for Learning Management System (LMS) & Auto Proctored Examination with Cloud Hosting Service for "MP Bhoj (Open) University, Bhopal as an owner/ partner/ Director of ....

I/We hereby declare that our Company/firm is having an unblemished past record and has not been declared blacklisted or ineligible for non-performance, corrupt or fraudulent practice it herein definitely or for a particular period of time in last 5 years by any State or Central Government Agency/ Board/ University or Semi-government organization in India.

Date:

Place: Name & Designation with Seal

Tenderer's Form
(On the letterhead of Tenderers firm)

To,
The Registrar,
MP Bhoj (Open) University . Bhopal

Subject: Submission of Bid for Selection of Agency for "Learning Management System (LMS) & Auto Proctored Examination with Cloud Hosting Service" for MP Bhoj (Open) University, Bhopal

Ref: E-Tender Notice No.___

For Tenderer

S.N.	Particular	Details		
1.	Name of Tenderer			
2.	Registered office address and website			
3.	Year of establishment			
4.	Type of firm (e.g. Public Limited/ Private Limited etc.) or Partnership/Sole proprietor			
5.	Name of authorized contact person of Tenderer			
6.	Mobile number			
7.	Email address			
8.	Fax no.			
9.	Year-Wise financial turnover (Tenderer shall mention the financial turn over for the 3years for which documentary evidence has been provided in Pre-qualification criteria)	2020-21	2021-22	2022-23

Experience of similar Projects Complete

S.N.	Name of Organization & Details of Contact Person	Description of Project	Order Value In INR	Commencement Date	Completion Date

(Please attach work order and experience or completion certificates issued by the concern organization as per the relevant supporting documents mentioned in pre-qualification criteria)
Details of ongoing similar projects with status

S.N.	Name of Organization & Details of Contact Person	Description of Project	Order Value in INR	Project Status

Details of Office, Branch office, Office address

S.N.	Office Name & Address Details	Numbers of Resources / Employees	Locations	

- The bid submitted shall be valid upto180days from the date of opening of commercial bids. The validity can be extended with mutual agreement.

- We agree to abide by all the conditions mentioned in this tender notice issued by the tendering authority and also the further conditions of the said tender notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein).

- We understand that re-produced/re-word-processed formats or Tenderer's own formats for the price quotations will disqualify the Tenderer.

- We accept payment terms and conditions as mentioned in the bid document.

- Technical bid is duly filled and signed uploaded in a technical envelope of online tendering portal with this Tenderers form along with terms &conditions in token of acceptance.

- Commercial bid of this tender document is uploaded in a commercial envelope of online tendering portal duly signed and sealed.

- We believe and agree in good faith that the decision of bid evaluation committee and tendering authority will be final and will be binding on us.

Date:
Place: Name & Designation with Seal

Technical bid covering letter
(On the letterhead of Tenderers firm)

To,

The Registrar,

MP Bhoj (Open) University , Bhopal

Subject: Submission of Bid for Selection of Agency for "Learning Management System (LMS) & Auto Proctored Examination with Cloud Hosting Service" for MP Bhoj (Open) University, Bhopal

Ref: E-Tender Notice No. __

Dear Sir,

Having examined the Bid document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the Professional services as required and outlined in the bid to meet such requirements and provide such services as required are set out in the bid document, we attach here to the bid technical response as required by the Bid document (mentioned in Annexure-I,VII,VIII, IX, X, XII), which constitutes our proposal.

We undertake, if our proposal is accepted, we will obtain a performance security acceptable to Bhoj (Open) University , for a sum equivalent to 3% of our bid value quoted in our commercial proposal.

We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of 180 days from the date of commercial bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and the University.

We confirm that the information contained in this bid or any part thereof and other documents and instruments delivered or to be delivered to University is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead as to any material fact.

We agree that MP Bhoj (Open) University, Bhopal not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/service specified in the bid response without assigning any reason whatsoever. It is hereby confirmed that I/ We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature:

Duly authorized to sign the Bid Response for and on behalf of: (Name and Address of Company) Seal/ Stamp of Tenderer

Witness Signature:
Witness Name and Address:

Certificate as to Authorize Signatories

I, certify that I am......of the ....Company and that.........who signed the above bid is authorized to bind the corporation by authority of its governing body.

List of Documents required with technical bid.
(With Proper Serial Number as Below)

1. PAN Card
2. GST Registration certificate
3. GST Return for Previous Month / GSTR-3B
4. Copy of Income tax paid (for previous 3 Fin Years i.e. 2021-22, 2022-23, 2023-24)
5. Certificate from the Competent Authority (Chartered Accountant) Certifying the Turnover & net worth amount
6. Copy of Audited Balance sheet for 3 FYs issued by Chartered Accountant (FY2020-21, FY2021-22, FY2022-23).
7. ITR for last three Financial Years or (FY2020-21, FY2021-22, FY2022-23)
8. Company Registration certificate
9. ISO 27001/ CERT IN Certificate
10. Startup India Certificate
11. MSME Registration Certificate
12. Payroll Manpower employed list in detail (at least 10)
13. Work of experience in Educational Institute
14. Workorder to manage 50,000 students with Govt organization.
15. Self-declaration certificate of Non-blacklisting
16. Year wise Turnover declaration
17. List of completed Project with University/ Govt. / Semi Govt. Organization
    - Work order, / Agreement Copy
    - Experience certificate
    - Completion certificate.
18. List of ongoing project with work order and status. (chronological order)
19. List of Machineries or software licenses, patents etc. (certified by Engineer or Chartered Accountant)
20. Details of Office, Branch office, Office address.
21. Provide a write up about your readiness to complete this project in shortest time.
22. Technical bid covering letter (Annexure XI)

Format for Tenderer's authorization letter

To,

The Registrar

MP Bhoj (Open) University . Bhopal

Subject: Authorization certificate for Submission of Bid for Selection of Agency for "Learning Management System (LMS) & Auto Proctored Examination with Cloud Hosting Service" for MP Bhoj (Open) University , Bhopal.

Ref: E-Tender Notice No.--

<Tenderer's Representative Name> ,<Designation> is hereby authorized to sign relevant documents on behalf of the company/firm in dealing with tender for Submission of Bid for Selection of Agency for Supply of The Learning Management System (LMS) & Auto Proctored Examination with Cloud Hosting Service for "MP Bhoj (Open) University . Bhopal" issued by you. He / She is also authorized to attend meetings, submit bid as may be required by you in the course of processing the above said Bid.

Date:

Place: Name & Designation with Seal

Additional Terms & Conditions: and Project Implementation Timeline:

- Project Kick-off: Within 30 days of contract signing.
- Milestones: Detailed project milestones to be defined in the Project Plan.
- Completion: The project should be completed within 3 months of the start date.
- Customization / Development of the existing/ new software modules to be in-scope during the contract period
- Total Access Control over the software by the University.
- 24/7 day support post implementation.
- Integrated Data model for modules or solution with scalability & cost effective solution
- Ability to manage all security aspects of the University Examinations
- The solution should be developed in-house and owned by the company (Made in India).
- In the absence of required EMD cost, the bid shall be deemed to be invalid & will be rejected by university. Those tenderers, who are exempted from submission of EMD cost, have to submit a scanned copy of the requisite certificate issued by the concerned authority like - "NSIC". Exemption/ relaxation will be allowed to start up and MSEs as per applicable Government of India rules/guidelines. Prior Turnover and prior experience will also be relaxed to start up as per OM issued by Government of India. The EMD will be returned to unsuccessful tenderers. No interest shall accrue to this deposit which will be returned after completion of the work and after adjusting dues, if any.
- EMD shall be forfeited in case of the following:

The tenderer withdraws their offer during the period of tender validity.

After opening of tender, the tenderer fails to honour the contract or refuses to comply with any or all terms and conditions of the tender.

If the successful tenderer failed to furnish the security deposit as required.

- Tenderers who secured highest composite scores to whom the contract awarded will be required to deposit performance security @3% of the contract sum in the form of Bank Guaranty. This performance security must be deposited within 10 days of the award of the contract. No interest will be paid on the performance security. Refund of performance guarantee will be released after successful completion of the works of said contract.
- In case two or more companies / agencies are found to have score same marks as per evaluation criteria, the Competent Authority authorized by university shall decide about the Tenderer to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. The decision of the Competent Authority of university shall be final.
- **Penalties for Non-Compliance:** The tenderer/ company undertake to comply fully with the university's requirements for the project. The project should be completed as per the work plan agreed upon. In case the tenderer/ company do not complete the project as per work plan, university will be at liberty to levy a penalty of up to 1% of the Contract Amount for every two weeks of delay. The maximum

- amount of penalty shall not exceed 10% of contract value including Performance Security that shall also be forfeited.
- In case of any breach of the contract university will be entitled to withhold any payments due and accrued and also to invoke performance security submitted by the tenderer/ company. University will also be entitled to initiate any actions to recover in whole or part any of the amounts already released to the tenderer/ company up to that time, besides any other action that university may like to take against the tenderer/ company.
- The losses to the institute which are directly attributable to the agency shall be deducted from the bills adjusted from the Security deposit.
- TDS and other Taxes as applicable will be deducted from tenderer / company bills as per Govt. guidelines from time to time.
- The successful firm shall have to execute an agreement on a nonjudicial paper of the value of Rs.1000/- duly signed and stamped.
- Subject to Bhopal, Madhya Pradesh jurisdiction only.

General Support and Term & Conditions

The Scope of Work shall be initially valid for a period of 3 (Three) years, extendable by 3 (Three) more years with a provision of review each year by the University.

The bidder must provide 24x7 supports through email, chat and phone. Provide guidance/support required during the span of projects.

Register incidents and provide resolutions along with appropriate logs and custom reports as and when required.

The Bidder must comply with all the SLA (Service Legal Agreement) clauses and provide timely delivery of Reports/Logs/ etc.

Assist MP BHOJ University TPA (Third Party Auditor) by providing required documents and assisting in Invoices and SLA verification.
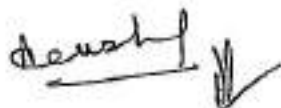
Migration of workloads from Physical Data Centres to CSP Cloud or from the Cloud to Physical Data Centres or any other MSP/ CSP Cloud at no separate cost to MP BHOJ University / Govt. Depts.

Cloud service must be architected in such a way to avoid instance outages or downtime when the provider is performing any kind of hardware or service maintenance.

There must be a customizable "Cloud Management Portal – Dashboard" be available to MP Bhoj University from CSP/ MSP for various role-based access, with all the reports and services for easy monitoring, managing, tracking, and verification of Cloud Resources.

Warranties and Liability:

- The tenderer/company warrants that the website will be free of programming errors and defects in workmanship and materials, and that it will be in full conformity with the specifications in the work plan. Any shortcomings noticed or identified by the university in this regard will make the tenderer liable to penalties and the tenderer will be required to rectify the defects promptly at own expense.

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- The tenderer/company further warrants that it owns and has complete rights to license, convey and without any encumbrance the Website and deliverables covered in the contract.
- The tenderer/company further warrants that it has obtained all required registrations, permissions and consents from all third parties necessary to deliver the Website, background technology and deliverables.
- The tenderer/company expressly warrants that the Website does not contain any protective feature designed to restrict or prevent its use by university or its users.
- The tenderer/company further warrants that the Website or any associated portion of it does not contain any virus, worm, Trojan horse routines, trap door, time bomb, or any other codes or instructions that may be used to access modify damage or disable the Website or computer system including that of the customers and other users of the Website.
- The tenderer/company warrants that the Website does not infringe upon the trademark, copyright patent trade secrets or any other rights of any third party and where there is a use or infringement the tenderer/ company shall obtain a license for use from the rights holder permitting such use. The tenderer/ company shall indemnify the university against liability for infringement. The tenderer/company warrants that all content forming part of the Website is provided from or obtained only from university. The intellectual property rights of the website will be the propriety of the university and cannot be used by anyone else without the permission of the university.
- The tenderer/company warrants Security and Data Integrity through Implementation of robust security measures to protect exam data, prevent unauthorized access, and ensure compliance with data protection regulations.

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Name of the Bidder/ Bidding	

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

Sl. No.	Item Description (Pls. refer Annexure - II of Tender doc.)	Weightage (Multiplier)	BASIC RATE PER STUDENT TO BE ENTERED BY THE BIDDER IN INR WITHOUT GST	Balanced Rate after Weightage Without Taxes in Rs. P	Balanced Rate after Weightage in Words
NUMBER	TEXT #	NUMBER #	NUMBER #	NUMBER #	TEXT #
1	2	4	13	54	55
1	PART A: (LMS PLATEFORM DEVELOPMENT)	0.001		0.00	INR Zero Only
2	PART B: (Recurring Services- as per User)	1.000	0.00	0.00	INR Zero Only
2.1	PART B: a- Upto 1000 Users	1.000		0.00	INR Zero Only
2.2	PART B: b- 1001 - 5000 Users	1.000		0.00	INR Zero Only
2.3	PART B: c- 5001 - 10000 Users	1.000		0.00	INR Zero Only
2.4	PART B: d- 10001 and Above Users	1.000		0.00	INR Zero Only
3	AI Based Auto Proctored Examination Annual Charges (Complete Process including result processing)	4.000		0.00	INR Zero Only
Total in Figures				0.00	INR Zero Only
Quoted Rate in Words					