



IIM NAGPUR

भारतीय प्रबंध संस्थान नागपुर  
Indian Institute of Management Nagpur

INDIAN INSTITUTE OF MANAGEMENT, NAGPUR

ICT Department, IIM Nagpur, VNIT Campus,  
South Ambazari Road, Nagpur – 440010

Phone No. – 07127102344

Email: [itoffice@iimnagpur.ac.in](mailto:itoffice@iimnagpur.ac.in)

[www.iimnagpur.ac.in](http://www.iimnagpur.ac.in)

**Invitation to Offer**

Suppliers Address:	Enquiry Ref. No. IIMN/ICT/2021-22/001	Date of Issue: 28/06/2021
	To reach us before: 19/07/2021; 03:00 PM	Offer Valid up to: 6 Months
Ph.No.:	Date & time of opening of bid: 19/07/2021;	Issued by: ICT Department IIM Nagpur
Email id :	03:30 PM at IIMN	

We invite your Quotation for the item/s mentioned below. Please return this form, duly filled in all respects in a sealed envelope so as to reach us on the above address and before the date specified above. Submitting this quotation implies agreement to the terms and conditions mentioned in Appx. 'B'.

Sr. no	Description of Item	Unit (Nos)	Unit Rate/Year (A)	GST/Taxes (B)	Total (A+B)
1	Hiring of service for AMC of Moodle LMS for one year and extendable to two year and again two more year as per the requirement and on satisfactory performance and mutually agreeable terms by both the parties. Technical details and description as per Appx. 'A'	1			
2	Extension of AMC for two year (2 <sup>nd</sup> & 3 <sup>rd</sup> Year)	1			
3	Extension of AMC for two more year (4 <sup>th</sup> & 5 <sup>th</sup> Year)	1			
<b>Grand Total</b>					

Total Price (in words) Rupees \_\_\_\_\_





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**Appx 'A'**

## Technical Details:

Hiring of service for AMC of Moodle LMS for one year and extendable to two year and again two more year as per the requirement and on satisfactory performance and mutually agreeable terms by both the parties.

### Scope of work:

- 1) The scope of work includes the complete maintenance and support for Moodle LMS.
- 2) Guide for management of Moodle.
- 3) The LMS must be upgraded latest stable release, plug-ins with minimal down time.
- 4) Customization of LMS module with other software as per requirement with minimum charges on mutually agreeable terms by both the parties.
- 5) Customization and maintenance of Moodle Login page as per IIMN requirement(URL: <https://moodle.iimnagpur.ac.in/portal/>)
- 6) Resolve all the technical issues and queries at the earliest.
- 7) Find, diagnose and fix Moodle LMS problem and error within short notice.
- 8) Checking for code compatibility and modifying code, if required due to any reason.
- 9) Automatic syncing with Turnitin, Zoom software etc.
- 10) Maintain backup of the LMS including data backup on a daily basis or on updates (incremental backup). Monthly backup of server configuration files needs to be maintained. The storage space will be provided by IIM Nagpur.
- 11) Setup Backup, Restore Procedure, ensure periodic backup & restore file if needed.
- 12) Courses/User, optimization of DB, Periodic clean-up of Moodle logs to improve speed.
- 13) Recovery from backup, in case of any emergency is needed to be provide by the vendor within 12 hours
- 14) The site should be optimized for load time & response time.
- 15) Provide monthly report of various issues and corrective measures carried out in the maintenance.
- 16) Coordination and cooperation with the software vendors to resolve the issues related to the integrated software with moodle such as Turnitin, lecture capture, zoom software and any other software integrated in future.
- 17) Ensure that there are no latency issues.
- 18) Configuration of Moodle parameters to meet the user needs.





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**Appx 'B'**

**General Conditions and Instruction for Bidders**

1. The bidders must submit the quotation in single Bid and should be submitted via courier/registered post/speed post before the last date of submission. Quotations received via E-mail or after the due date and time will not be considered.
2. **The purchase order will be allotted to the vendor who is satisfying all the terms and condition.**
3. IIMN at its discretion, can cancel this "Invitation to offer" either in full or part without assigning any reason whatsoever.
4. Each bidder shall submit only one quotation. Quotation document (s) and all enclosures must contain the signature of the competent authority of the firm. Conditional quotation (s) will not be accepted.
5. Bill should be submitted in duplicate on complete execution of order duly certified by institute's authorized representative in respect of complete installation and making all the units fully functional.
6. **Payment Schedule:** Payment will be made quarterly (three months) after submission of the invoice in advance.
7. Please submit bank account details along with bill for payments be NEFT / RTGS or mention the same in the bill [Pl. enclose a cancelled cheque in the bidder's name].
8. The Bidder must attached the PAN/ VAT No./ GST No. etc. with quotation, without which the quotation will not be entertained. [Pl. enclose current valid copy of the documents].
9. Legible copy of all documentary evidence for all supporting documents wherever required should be submitted with the quotation duly stamped and signed by the bidder
10. The bidders must submit the hardcopy in a sealed envelope of all the pages of this "Invitation to offer" duly signed and stamped as a token of acceptance of the terms and condition of this offer without which the offer shall be rejected.
11. The contract will be initial for one year and will be extended for two year and two more year as per the requirement and subsequently on the performance of service provider.
12. The bidder must carry out the service within 24 hours, to the satisfaction of the user.
13. The bidder must have expertise and experience in troubleshooting the Moodle LMS. He should able to identify and resolve the problem in the Moodle LMS.
14. For any dispute, the place of jurisdiction shall be Nagpur, India only.
15. Any misleading information whether intentional or unintentional will lead to disqualification.
16. EMD & Tender fee is waved off.
17. Security deposit / performance bank guarantee is waved off.





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**ANNEXURE – C**  
**PARTICULARS OF BIDDER**

Hiring of service for AMC of Moodle LMS for one year and extendable to two year and again two more year as per the requirement and on satisfactory performance and mutually agreeable terms by both the parties at IIM Nagpur

IIMN/ICT/2021-22/001

Dated 28/06/2021

1. Name of the bidder

(a) Trade Name (in Block letters) \_\_\_\_\_

(b) Status of the bidder \_\_\_\_\_

(Proprietorship/Partnership/LLP/Limited Co.)

(in Block letters)

(c) Name of Proprietor/Partners/CEO/Directors \_\_\_\_\_

(in Block letters)

2. Postal Address \_\_\_\_\_

3. Telephone No. \_\_\_\_\_

4. E-mail / Website address (if available) \_\_\_\_\_

5. Bank Draft No, date, Bank name and amount (if applicable)/MSME or NSIC Regn. No.

(a) Tender Fees \_\_\_\_\_

(b) EMD \_\_\_\_\_

(c) MSME/NSIC Regn. No. (if applicable) \_\_\_\_\_

(Enclose self-attested photocopy)





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6. Name of the Banker, Branch Name & address (in Block letters) (for e-payment purpose)

\_\_\_\_\_

7. PAN (Enclose self-attested photocopy)

\_\_\_\_\_

8. VAT No. (if applicable) (Enclose self-attested photocopy)

\_\_\_\_\_

9. GST No. (if applicable) (Enclose self-attested photocopy)

\_\_\_\_\_

10. Trade License/Business License/CIN (if applicable)

\_\_\_\_\_

(Enclose self-attested photocopy)

11. Lab. Licence/EPF/ESIC Reg. No. (if applicable)

\_\_\_\_\_

(Enclose self-attested photocopy)

12. Any other Relevant Information

\_\_\_\_\_

(e.g. Number of Years of Experience in similar line of business / Turnover for last Financial year)

I/We hereby declare and affirm that I/we have read and understood the terms and conditions of this tender/quotation/NIT as stipulated in the tender notice No: IIMN/ICT/2021-22/001 dated 28/06/2021 Accordingly, I/ we accept the terms and conditions and hereby offer the rates for Hiring of service for AMC of Moodle LMS for one year and extendable to two year and again two more year as per the requirement and on satisfactory performance and mutually agreeable terms by both the parties.

Signature

\_\_\_\_\_

Name of BIDDER

\_\_\_\_\_

Official seal of BIDDER

\_\_\_\_\_

Date -----

