



IIM NAGPUR

भारतीय प्रबंध संस्थान नागपुर
Indian Institute of Management Nagpur

INDIAN INSTITUTE OF MANAGEMENT, NAGPUR
ICT Department, IIM Nagpur, Plot No. 1, Sector 20,
Mihan (Non-Sez) Nagpur - 441108
Phone No. – 9970305991
Email: itoffice@iimnagpur.ac.in
www.iimnagpur.ac.in

Invitation to Offer

Suppliers Address: Ph.no.: Email id:	Enquiry Ref. No. IIMN/ICT/2022-23/006	Date of Issue: 02/08/2022
	To reach us before: 23/08/2022 Up to 03.00 P.M at MIHAN campus	Offer Valid up to 6 Months
	Date & time of opening of bid: 23/08/2022 Up to 03.30 P.M at MIHAN campus	Issued by: ICT Department, IIM Nagpur

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	Qty (A)	Unit Rate/Year (B)	GST/Taxes (C)	Total (A*(B+C))
1	Hiring of service for AMC of Moodle LMS for one year and extendable to two more years as per the requirement and on satisfactory performance and mutually agreeable terms by both the parties. Technical details and description as per Appx. 'A'	no	01			
2	Extension of AMC for 2 nd Year	no	01			
3	Extension of AMC for 3 rd Year	no	01			
other Charges etc. if any (incl. GST & Taxes)						
Grand Total (incl. GST & Taxes)						

Total Price (in words) (incl. GST & Taxes) Rupees for one Year _____

For 2nd Year _____

For 3rd Year _____





IIM NAGPUR
भारतीय प्रबंध संस्थान-नागपुर
Indian Institute of Management Nagpur

INDIAN INSTITUTE OF MANAGEMENT, NAGPUR
ICT Department, IIM Nagpur, Plot No. 1, Sector 20,
Mihan (Non-Sez) Nagpur - 441108
Phone No. – 9970305991
Email: itoffice@iimnagpur.ac.in
www.iimnagpur.ac.in

Technical Details:

Appx 'A'

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

Scope of work:

1. The scope of work includes the complete maintenance and support for Moodle LMS.
2. Guide for the management of Moodle.
3. The LMS must be upgraded latest stable release and plug-ins with minimal downtime.
4. Customization of LMS module with other software as per the requirement with minimum charges on mutually agreeable terms by both 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 problems and errors 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. 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 provided by the vendor within 12 hours
14. The site should be optimized for load time & response time.
15. Coordination and cooperation with the software vendors and AWS team to resolve the issues related to the integrated software with Moodle such as Turnitin, lecture capture, zoom software, and any other software integrated in the future.
16. Ensure that there are no latency issues.
17. Configuration of Moodle parameters to meet the user's needs.





IIM NAGPUR

भारतीय प्रबंध संस्थान नागपुर
Indian Institute of Management Nagpur

INDIAN INSTITUTE OF MANAGEMENT, NAGPUR

ICT Department, IIM Nagpur, Plot No. 1, Sector 20,

Mihan (Non-Sez) Nagpur - 441108

Phone No. – 9970305991

Email: itoffice@iimnagpur.ac.in

www.iimnagpur.ac.in

Appx 'B'

General Conditions and Instruction for Bidders

1. The bidders must submit the quotation in a single Bid and should be submitted via courier/registered post/speed post before the last date of submission at IIM Nagpur, Mihan campus. Quotations received via E-mail or after the due date and time will not be considered.
2. IIMN at its discretion, can cancel this 'Invitation to Offer' either in full or part without assigning any reason whatsoever.
3. **Delivery and Installation schedule:** Software delivery & installation should be done within **30 days** of the issue of the purchase order with a one-week grace period at the discretion of the purchaser. Installation shall be considered complete when all the modules of software are in fully functional condition, tested, and commissioned at the designated delivery location(s). Late installation is liable to be penalized at the rate of 1% of the total cost of installation order per day s.j. to a maximum of 15%. Further delay beyond 15 days from the scheduled installation date shall liable the order to be cancelled without further notice to the vendor.
4. Technical support should be provided 24*7 for any major scenario. The dealer should have a service support network for the designated product and should be able to provide the rectification of the detects within 24 hours on intimation of the defects during the entire period of subscription.
5. **Payment schedule:** Payments will be made on a quarterly basis in advance after submission of invoice and installation & implementation of software in fully serviceable condition to the entire satisfaction of the institute representative.
6. The contract will be initially for one year and will be extended for two more years as per the requirement and subsequently on the performance of the service provider.
7. The bidder must have expertise and experience in troubleshooting the Moodle LMS. He should be able to identify and resolve the problem in the Moodle LMS.
8. Please submit Bank account details along with the bill for payments be NEFT / RTGS or mention the same in the bill [Pl. enclose a cancelled cheque in the bidder's name].
9. The bidder must quote PAN/ VAT No./ GST No. etc. on their quotation, without which the quotation will not be entertained. [Pl. enclose a current valid copy of the documents].
10. 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.
11. The bid must submit at IIM Nagpur, Mihan Campus Nagpur along with all the pages of this 'Invitation to Offer' duly signed and stamped as a token of acceptance of the terms and conditions of this offer without which the offer shall be rejected.
12. EMD & Tender fee is waived off.
13. Security deposit/performance guarantee is waved off.





IIM NAGPUR

भारतीय प्रबंध संस्थान नागपुर
Indian Institute of Management Nagpur

INDIAN INSTITUTE OF MANAGEMENT, NAGPUR
ICT Department, IIM Nagpur, Plot No. 1, Sector 20,
Mihan (Non-Sez) Nagpur - 441108
Phone No. – 9970305991
Email: itoffice@iimnagpur.ac.in
www.iimnagpur.ac.in

ANNEXURE – C
PARTICULARS OF BIDDER

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

Date 02/08/2022

IIMN/ICT/2022-23/006

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)





IIM NAGPUR

भारतीय प्रबंध संस्थान नागपुर
Indian Institute of Management Nagpur

INDIAN INSTITUTE OF MANAGEMENT, NAGPUR
ICT Department, IIM Nagpur, Plot No. 1, Sector 20,
Mihan (Non-Sez) Nagpur - 441108
Phone No. – 9970305991
Email: itoffice@imnagpur.ac.in
www.iimnagpur.ac.in

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. License/EPF/ESIC Reg. No. (if applicable)
(Enclose self-attested photocopy)

12. Any other Relevant Information

(e.g. Number of Years of Experience in a similar line of business / Turnover for the 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/2022-23/006 Dated 02/08/2022. Accordingly, I/ we accept the terms and conditions and hereby offer the rates for Tender for Hiring of service for AMC of Moodle LMS for one year and extendable to two more years as per the requirement and on satisfactory performance and mutually agreeable terms by both the parties at IIM, Nagpur.



Date _____



Name of the BIDDER _____

Official seal of BIDDER _____