



# **NATIONAL INSTITUTE OF AYURVEDA**

An Autonomous Organization under the  
Ministry of AYUSH (Ayurveda, Yoga & Naturopathy,  
Unani, Siddha and AYURVEDA)  
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## **TENDER DOCUMENT**

**For**

## **NIA – E Learning Course**

|                                       |   |
|---------------------------------------|---|
| <b>Tender Reference Number</b>        | <b>1/2017/IT/EL</b>   |
| <b>Date of Issue</b>                  | <b>13-02-2017</b>   |
| <b>Due Date</b>                       | <b>06-03-2017</b>   |
| <b>Name &amp; Address of Tenderer</b> | Director, National Institute of Ayurveda, Madhav Vilas Palace,<br>Jorawar Singh Gate, Amer Road, JAIPUR – 302002 Rajasthan<br>India |

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# NATIONAL INSTITUTE OF AYURVEDA

(Tender Reference No: 1/2017/IT/EL)

## INVITATION FOR TENDER OFFERS

- 1.1. **NATIONAL INSTITUTE OF AYURVEDA** hereinafter referred to as the NIA, invites sealed tender offers (Technical bid and Commercial bid) from eligible reputed firms for providing Digital system to enable Online E-Learning Course to be conducted by NIA as specified in the schedule below:

| <b>Time Sheet - Bid collection and submission details:</b> |   |
|--|---|
| Tender reference Number                                    | <b>1/2017/IT/EL</b>   |
| Date of Publication of Notice inviting Tender              | <b>13-02-2017</b>   |
| Last date and time for seeking clarification               | <b>19-02-2017</b>   |
| Pre – Bid Conference                                       | <b>20-02-2017</b>   |
| Last date and time for bid submission                      | <b>06-03-2017 by 5.00 PM</b>  |
| Date of opening of technical bids                          | <b>To be notified later</b>   |
| Place of Bid submission                                    | National Institute of Ayurveda, Madhav Vilas Palace, Jorawar Singh Gate, Amer Road, JAIPUR – 302002 Rajasthan India |
| Contact Person   | Prof. Sanjeev Sharma,<br>Director, National Institute of Ayurveda.  |
| Offer Validity Period                                      | Offer against Tender should remain valid for 180 days   |

|   |  |
|---|--|
| Earnest Money Deposit                     | <b>Rs 1,00,000 (Rs. One Lakh Only)</b> by Demand Draft in favour of National Institute of Ayurveda, Jaipur payable at Jaipur, or as Bank's irrevocable and unconditional Bank Guarantee or FDR from any Indian Bank. |
| Place where tender offers would be opened | Office of the Director,<br>National Institute of Ayurveda,<br>Madhav Vilas Palace,<br>Jorawar Singh Gate, Amer Road<br>JAIPUR – 302002<br>Rajasthan India  |
| Fax No.<br>Telephone No<br>Email          | 0141-2635816<br>0141-2635744 / 2636476 / 2636477<br>nia-rj@nic.in, itincharge.nia@gov.in   |

## 2.GLOSSARY

In this Contract, the following terms shall be interpreted as indicated below:

- 2.1 “Vendor or Contractor or Service Provider” shall mean the successful bidder to whom the contract has been awarded and with whom the Tendering Authority signs the contract for rendering of goods and services.
- 2.2 “Contract” means the agreement entered into between the Tendering Authority and the Vendor, as recorded in the document signed by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein;
- 2.3 "Bidder" means any firm having proper legal Agreement with the OEM full responsibility of managing the project as required in the tender. The word “Bidder” when used in the pre-award period shall be synonymous with “Vendor” which shall be used after award of the contract.
- 2.4 “The Contract Price” means the price payable/receivable to the Successful Bidder under the Contract for the full and proper performance of its contractual obligations;
- 2.5 “The Goods” means all the material/ services, which the Vendor is required to supply to the Tendering Authority under the Contract;
- 2.6 Equipment means all the hardware that is to be supplied for Computation, Backup, connectivity, and hardware for site preparation including Air conditioning power conditioning, furniture, power backup, data cabling, miscellaneous networking equipment, cabling needed for connect the RF Antenna receiver to Server, access control and security cameras etc.

- 2.7 “Services” means services ancillary to the supply of the Goods, such as E Learning Platform, Content Packaging uploading and delivery, implementation, training, transportation and insurance and any other incidental services and other obligations of the Vendor covered under the Contract;
- 2.8 “Day” means a week day including weekends and holidays.
- 2.9 Operation Time will be taken from 8AM to 8 PM of the Day
- 2.10 “Tendering Authority” means The Director, NIA, Jaipur.
- 2.11 “NIA” means National Institute of Ayurveda, Jaipur.

## **3.ABOUT NATIONAL INSTITUTE OF AYURVEDA**

### **3.1 INTRODUCTION**

**NATIONAL INSTITUTE OF AYURVEDA** was established on 7th February 1976 by the Ministry of Health and Family Welfare, Government of India. The Institute is first of its kind in India having a national character and international repute with the following **Aims and Objectives:**

### **3.2 Aims and Objectives:**

- To promote the Growth and Development of Ayurveda.
- To produce Graduates and Post-Graduates in all Branches of Ayurveda.
- To conduct Research on various aspects of Ayurveda
- To provide Medical Care through Ayurvedic Systems of Medicine to the suffering humanity.
- To provide and assist in providing service and facilities of highest order for Research, Evolution, Training, Consultation and Guidance to Ayurvedic System of Medicine.
- To conduct Experiments and develop Patterns of Teaching Under-Graduate and Post-Graduate Education in all branches of Ayurveda.

### **3.3 THE FUNCTIONING OF NIA**

NIA is an apex Institute under the Ministry of AYUSH for promoting the growth and development of Ayurveda as a model Institute for evolving high standards of teaching, training, research and patient care and also to invoke scientific outlook to the knowledge of Ayurvedic System of Medicine. The Institute, an Autonomous Body under Ministry of AYUSH Govt. of India, is registered under the Rajasthan Societies Registration Act, 1958.



## **COURSES RUN BY NIA**

After its establishment in 1976, the Institute had grown tremendously in the field of Teaching, Training, Research, Patient Care etc. as a result of which it has now 14 Specialties for PG Course and 9 Specialties for Fellowship Program leading to Ph.D., apart from the Graduate Course and a Diploma Course in AYUSH Nursing & Pharmacy. In the coming years, more Branches will be introduced for Post-Graduate Education and also for Fellowship Programs.

### **3.4 NIA DEPARTMENTS**

NIA Departments are listed below:

1. Agad Tantra (Medical Jurisprudence & Toxicology)
2. Bala Roga (Pediatrics)
3. Dravya Guna (Materia Medica & Pharmacology)
4. Kaya Chikitsa (Internal Medicine)
5. Maulik Siddhant (Fundamental Principles)
6. Panchakarma (Penta Bio-Purification Methods)
7. Prasuti & Stri Roga (Obstetrics & Gynaecology)
8. Ras Shastra & Bhaishajya Kalpana (Iatro-Chemistry )
9. Roga & Vikriti Vigyan (Pathology)
10. Shalaky Tantra (Eye & ENT)
11. Shalya Tantra (Surgery)
12. Shareer Kriya (Physiology)
13. Shareer Rachana (Anatomy)
14. Swastha Vritta (Preventive and Social Medicine)

### **3.5 IT INITIATIVES UNDERTAKEN BY NIA**

Automation and IT enabled services at all levels in the country is witnessing a consistent growth pattern marked by the setting up of new Institutions and improvement of the existing ones in tune with the quality assurance norms. NIA believes in providing the proper impetus to Ayurveda in generating competent Doctors and scientists and encouraging them to think beyond the curriculum and traditional methods of Record keeping of treatments and patients while imparting training for the advancement of knowledge, and simultaneously addressing the issues of impersonation and unauthorized usage of facilities by patients.

Having a larger public interface, e-Governance has become an essential part of the management system at NIA. NIA is introducing IT enabled services for greater transparency and accountability in the working of NIA. The emphasis on Hospital Management Information System is to ensure transparency, implementing a tech-savvy approach to enable faster processing and clearly defining the infrastructural norms in Institutions are just a few pointers towards NIA's efforts at fostering a treatment and education system which is at par with the best Institutions in the world.

### **3.6 NIA's ONLINE E-COURSE OBJECTIVES**

NIA is starting online courses in Ayurveda for common people and also for medical graduates of specialties other than Ayurveda. For this NIA is willing to identify an experienced Firm/Company which can help in designing and executing this online program. Following are the main areas which are to be provided by the Firm/Company:

- a) **Registration and enrolment of the Candidates.** Development of a user friendly interface where interested candidates may register themselves, get their documents verified and can deposit the required payment for enrolment.
- b) **Access to the study material.** A password based access for a limited time period provided to every enrolled candidate.
- c) **Study lessons.** These are to be uploaded in a sequential manner as per the weekly study units or as defined by NIA. All past accessed lessons will remain accessible for the reader but the next lesson will become available only when the previous lesson is finished as per the time slot of reading of the lesson as per the course schedule. All lessons will be composed of text / video / power points / images, as per the requirements of the lesson. The content will be collated / edited by NIA, the management and administrative rights of Online E Learning course will remain only with NIA. NIA reserves the right to assign such rights to someone as, when and if required.

- d) **Assessment.** At the end of weekly units or as defined by NIA, an assessment test comprising of MCQs will be available to test the knowledge obtained in previous lessons. The MCQs will be scored by the system and the results will be displayed online. The assessment test will be mandatory. The test questions for assessment will be prepared by NIA for each unit.
- e) **Assignment.** An assignment will be given at the end of each week / lesson / topic / as decided by NIA according to the course design. The assignment has to be completed and submitted in a limited time span, however the assignment will be evaluated by peers. The valuation received will be added to the final score on a weighted average basis. The assignment will be a tool with NIA to evaluate the candidate.
- f) **Dissertation (wherever applicable).** In some courses, candidates will have to present a dissertation after the completion of theory classes. The topic of the dissertation will be decided by NIA. The system will provide facility for dissertation to be uploaded by the candidate and to be modified by the teacher(s).
- g) **Final Assessment.** Final assessment after the completion of course will be done in the form of online examination based on MCQ's under a pre-defined time period for the test, system will offer the facility to conduct such examination. The exam will be conducted in a fixed duration. Provisions should be made in system for offline Assessment as an alternate method.
- h) **Certification.** Upon successful completion of the course, the candidates will be awarded certificates which will be generated containing the candidate's name, type of course along with its level, date of joining, date of completion and the earned course credits. NIA will issue the certificates to the successful candidates. The bidder will design suitable end of the course certificates for NIA which will be downloadable with the username and password.
- i) **Data storage.** All data pertaining to the course and entering candidates will be stored meticulously and should be able to generate various statistics pertaining to the use of course, content, participants and various evaluation processes. There should be provision for Data Analytics.
- j) **Maintenance.** A handy maintenance solution should be made available readily to deal with day to day problems while operating the system.
- k) **Payment gateway:** A suitable payment gateway has to be enabled for participants from India where the payment is made in Rupee and also from other countries where a payment has to be made in US\$

- 1) **Course design:** The courses will be designed suitably with specific eligibility and entry options. The design should be expandable to address future needs. Following is the table explaining the desired design of the courses.

**Table 1 - PG Diploma in Ayurvedic Medicine for Medical doctors (Based on WHO Benchmark for training in Ayurveda) (1 year)**

**Table 2 – Certificate Course in Ayurvedic Diet (3 months)**

**Table – 3 – Certificate Course in Ayurvedic Herbology (1 month)**

Table – 1 (PG Diploma in Ayurvedic Medicine for Medical doctors) (1 year)

| Divisions   | Subject   | Theory + Assignment | Contact classes / Practical | Total |
|---|---|---------------------|-----------------------------|-------|
| <b>Components of fundamental principles of Ayurveda (including history)</b> | History of Ayurveda   | 05                  | -                           | 05    |
|   | Sanskrit  | 10                  | -                           | 10    |
|   | <i>Padartha vigyana</i> (Ayurvedic philosophy)  | 40                  | -                           | 40    |
|   | <i>Rachana sharira</i> (anatomy)  | 40                  | -                           | 40    |
|   | <i>Kriyasharira</i> (physiology)  | 100                 | 30                          | 130   |
|   |   | 195                 | 30                          | 225   |
| <b>Para/preclinical components of Ayurveda</b>                              | <i>Rasashastraavam</i><br><i>Bhaisajya kalpana</i><br>(pharmaceuticals of Ayurveda)                                 | 120                 | 50                          | 170   |
|   | <i>Dravyaguna</i> (material medica of Ayurveda)   | 80                  | 50                          | 130   |
|   | <i>Agad tantra</i> (toxicology)   | 20                  | 20                          | 40    |
|   | <i>Vikriti vijyana</i> (pathology)  | 80                  | 40                          | 120   |
|   | <i>Svasthavritta</i> and yoga personal and social hygiene including dietetics)                                      | 60                  | 40                          | 100   |
|   | A brief introduction to <i>Charaka Samhita, Susruth Samhita &amp; Astanga Sangraha</i> (classical text of Ayurveda) | 30                  |                             | 30    |
|   |   | 390                 | 200                         | 500   |
| <b>Clinical components of</b>   | <i>Kaya chikitsa</i> (general medicine including <i>panchakarma, Rasayana</i>                                       | 150                 | 50                          | 200   |

|                     |   |             |            |             |
|---------------------|---|-------------|------------|-------------|
| <b>Ayurveda</b>     | and <i>vajikarana</i> )   |             |            |             |
|                     | <i>Shalyatantra</i> (general surgery and para-surgical techniques)    | 50          | 30         | 80          |
|                     | <i>Shalakya tantric</i> (eyes, ears, nose throat, and teeth)          | 50          | 20         | 70          |
|                     | <i>Prasutitantra avam striroga</i> (gynaecology and obstetrics)       | 50          | 30         | 80          |
|                     | <i>Kaumarabhritya</i> (pediatrics)                                    | 50          | 20         | 70          |
|                     | Medical ethics and health regulations related to traditional medicine | 20          | -          | 20          |
|                     |   | 370         | 150        | 520         |
| <b>Dissertation</b> |   | 100         | 75         | 175         |
| <b>Total</b>        |   | <b>1055</b> | <b>445</b> | <b>1500</b> |

**Table – 2 (Certificate Course in Ayurvedic Diet) (3 months)**

| S.N. | Title of Paper                                    | Study hours |
|------|---|-------------|
| 1.   | <b>Basic Principles of Ayurveda and Nutrition</b> | 75          |
| 2.   | <b>Preventive and Therapeutic Nutrition</b>       | 75          |
| 3.   | Contact Classes                                   | 30          |
| 4.   | Total   | 180         |

**Table - 3 (Certificate Course in Ayurvedic Herbology) (1 month)**

| S.N. | Title of Paper  | Study hours |
|------|---|-------------|
| 1.   | <b>Basic Principles of Ayurvedic Herbology</b>          | 15          |
| 2.   | <b>Principles for Application of Ayurvedic Herbs</b>    | 10          |
| 3.   | <b>Important Herbs used for various health benefits</b> | 35          |
| 4.   | Total   | 60          |

m) **Feedback.** After every study unit, candidates may have an opportunity to give their feedback. A feedback registry would be developed in order to screen and store every individual feedback.

n) **Discussion Forum.** An independent online forum will be available for each course to support candidates for their evolving queries and problems informally.

This forum will remain accessible for registered participants, including those who have completed their course.

- o) **Accessibility.** The bidder will enable NIA to make the course available online and popularise the same through social media like Facebook, LinkedIn, Twitter etc. by creating a interactive website on web3 standards. It will be the responsibility of the bidder to create the linkages on the NIA website.
  
- p) **Content Packaging.** The bidder will be provided the raw content by NIA it will be the responsibility of bidder to encapsulate the content in suitable form like video clips, animation, charts, and tables with subtitles / voice over and other techniques to make the presentation simple, understandable and aesthetic, to enhance the stickiness of the candidates.

## 4 FUNCTIONAL REQUIREMENTS OF E-LEARNING

- 4.1 The table below summarizes functional requirements of the E- Learning project. Apart from the listed requirements a provision should be kept for enabling additional features in future.

| S. NO. | MODULE              | DESCRIPTION  | DATA   |
|--------|---------------------|--|--|
| 1.     | Registration Module | Registration of the participant:<br>Development of a user friendly interface where interested participants may register themselves and if required can deposit the required payment for registration | This module covers the Registration when a student visits the Portal and wishes to register for the course, following details will be required to be captured:<br>a) Student Name<br>b) Address<br>c) Gender<br>d) Qualification and upload of relevant certificate<br>e) Student photo capturing / uploading & storage<br>f) Duplicate registration checking (mobile no. etc.)<br>g) Alerts<br>i. SMS<br>ii. Email<br>h) Printing<br>i. Student ID-Card printing received in mail by them after payment has been made for registration.<br>ii. Payment Authentication process<br>i) Selection of Course |
| 2.     | Content Module      | Access to the study material :<br><br>A password based access for a defined time period provided   | <b>2.1 FRONT END FOR STUDENTS</b><br>a) Authentication of Student<br>b) Tracking of last visit info<br>c) MCQ Based questions embedded in every  |

|  |  |                  |  |
|--|--|------------------|--|
|  |  | to every student | <p>lesson</p> <ul style="list-style-type: none"> <li>d) System Based assessment of performance.</li> <li>e) Assignment generation, submission and review.</li> <li>f) Scope for peer to peer assignment review</li> <li>g) System based suggestion indicating areas for revision in lesson.</li> </ul> <p><b>2.2 ADMIN CONTROL</b></p> <ul style="list-style-type: none"> <li>a) Study Lessons to be uploaded in a sequential manner as per weekly study units.</li> <li>b) All past lessons accessed to remain in open access.</li> <li>c) All lessons will be made available (online and will be downloadable), a pre-defined score may or may not be used to grant access to the next lesson.</li> <li>d) All Lessons will comprise of <ul style="list-style-type: none"> <li>i. Pdf files</li> <li>ii. Videos with voiceover and subtitles</li> <li>iii. Animation</li> <li>iv. Power point files</li> <li>v. Images</li> </ul> </li> <li>e) Access to higher Level of Courses</li> <li>f) Final Assessment of the course will be based on evaluation done in the form of an MCQ examination to be conducted at a pre duration.</li> </ul> |
|--|--|------------------|--|



|    |                                 |   |  |
|----|---------------------------------|---|--|
| 3. | Certification Module            | <p>Certification:</p> <p>Upon successful completion of the course, the participants will be awarded certificate which will be generated containing the participant's name, place, type of course along with its level, date of joining and date of completion. This certificate will be available on the system for download using username and password.</p> | <p>a) All paid courses will be entitled for a Certificate after successful completion of the course Level.</p> <p>b) All records of Certification and performance of the participants will be available on the E – Learning Portal in public domain.</p> <p>c) The Certificate will be verifiable with a unique ID No / Registration No.</p>   |
| 4. | Payment gateway integration     | <p>Payment gate way:</p> <p>A suitable payment gateway has to be enabled for participants from India where the payment can be received in Rupees and in US\$.</p>   | <p>3<sup>rd</sup> party payment gateways (CC Avenue / Paypal etc.) to be integrated with the portal</p>  |
| 5. | Internet Hosting & Data Storage | <p>All data pertaining to the course and entering participants would be required to be stored meticulously on an Internet Hosting Server and should be able to generate various statistics pertaining to the use of course. The data should be backed up on an in-house server too.</p>   | <p>a) Data shall be stored on the Internet hosting server.</p> <p>i. The server should be sized for 500 concurrent users and 5000 registered users.</p> <p>ii. The virtual computing environment should allow to use web services to launch instances with various Operating systems, load it with application environment, manage network's access permissions and run images using as many or few systems as required.</p> <p>iii. Internet Hosting Service should have the ability to place instances in multiple locations. Locations should</p> |

|    |               |  |  |
|----|---------------|--|--|
|    |               |  | <p>be insulated from failure in other Locations. Locations should be geographically wide spread in North America, South America, Europe / Middle East/ Africa and Asia Pacific.</p> <p>iv. The Static IP to access the Internet Hosting Service should be linked to the account not to the instance. It should allow management of remapping (programmatically) to any instance in our account.</p> <p>v. Auto Scaling should be possible based on increase or decrease according to conditions.</p> <p>b) Data Analytics should be available to analyse the data of users.</p> <p>c) An easy to use, user friendly module to upload and manage content should be provided for NIA</p> |
| 6. | Maintenance   | A handy maintenance solution should be made available readily to deal with day to day problems while operating the system. | <p>a) In case of an issue a simple process of restarting and recovery should be available.</p> <p>b) A clearly defined escalation of an issue along with the process of escalation should be available.</p> <p>c) Detailed information / calculation about minimum bandwidth requirement for aggregator and client along with description of IT infrastructure at NIA for Administration of the E Learning Portal should be provided.</p> <p>d) Online help for Students and Administrator should be provided.</p>   |
| 7. | Course design | Course is currently designed at a single level with a specific eligibility entry option.                                   | <p>a) Eligibility Criteria</p> <p>Medical professionals having qualification (MBBS / MD / Higher degrees) recognised under IMC Act 1956 in India or such relevant act in other countries shall be eligible to undertake admission for this course.</p> <p>b) The System should cater to address the above requirements and ensure scanned documents can be collected and shared with competent authority for verification</p>  |

|     |                |  |   |
|-----|----------------|--|---|
|     |                |  | to grant access.<br>c) SMS and Email alerts will be used for students.  |
| 8.  | Feedback       | After every study unit, readers may have an opportunity to give their feedback. A feedback registry would be developed in order to screen and store every individual feedback.   | <p><b>8.1 User Access</b></p> <p>a) Students can give feedback which would be submitted for offline review.</p> <p>b) Students can review their feedback online before submitting and post submission a copy of their submission should reach their mail box with an option to review in case required.</p> <p><b>8.2 Administrative Management</b></p> <p>a) Administration will review the feedback and allow the upload or deny.</p> <p>b) The user will be individually logged with specific uploads and denials based on their User ID</p> |
| 9.  | Online forum   | An independent online forum would be developed for all who are pursuing and have completed the course for supporting them for their evolving queries and problems. This would be a forum for registered participants only. | <p>a) This will be an open forum for registered users for the duration of their access.</p> <p>b) Students and faculty can post Questions and Answers.</p> <p>c) Interaction will remain open to all on all questions.</p> <p>d) Forum will be divided in 3 levels</p> <p>e) Higher Level Students will have access to Lower levels.</p>  |
| 10. | Data Analytics | Data from the online E Learning Course will be analysed for traffic and related analysis   | <p>Analytics and Reports:</p> <p>a) Total Revenue vs Today's revenue</p> <p>b) Total Active students</p> <p>c) Per day enrolment of students</p> <p>d) Course popularity statistics</p> <p>e) Per Course Student Progress statistics</p> <p>f) Verified students vs test students</p> <p>g) Any more analysis as per the need</p>   |
| 11. | Social Media   | Use of Social Media  | Social Media Integration:   |

|     |                    |  |  |
|-----|--------------------|--|--|
|     |                    | by Online E Learning Course to increase participation                              | <ul style="list-style-type: none"> <li>a) Facebook</li> <li>b) Google</li> <li>c) Twitter</li> <li>d) LinkedIn</li> </ul>  |
| 12. | Environment and OS | Defines the development and Internet hosting environment                           | <ul style="list-style-type: none"> <li>a) Microsoft Windows</li> <li>b) MS SQL database</li> </ul>   |
| 13. | MIS                | The MIS Report will be used by NIA Administrator on daily, weekly & monthly basis. | Should use the Data from all the Modules   |
| 14. | Hardware           | Hardware for Backup Server and Storage   | <ul style="list-style-type: none"> <li>a) <b>Server Specifications:</b> Processor Family: Intel® Xeon® E5-2600 v3; Number of Processors: 1 or 2; Processor Core: 8Core; Form factor (fully configured): 2U; Power Supply Type: (2) Entry-Level; Expansion slots; Storage Memory: 2 TB; Memory slots: 16 DIMM slots; Memory type: DDR4 Smart Memory; Memory(RAM): 8GB;</li> <li>b) <b>Keyboard:</b> USB Std 104 keys multimedia keyboard; <b>Mouse:</b> USB 2 button OPTICAL scroll Mouse with mouse pad; <b>Monitor:</b> 21 inch LED monitor;</li> <li>c) <b>UPS:</b> 1 KVA; Sealed, maintenance free battery; Battery replacement early detection; Quick charging; Easy recovery from overloads; audible alarms to indicate power cut; Gen-set compatibility</li> <li>d) <b>RACK:</b> 4U Rack</li> <li>e) <b>VPN Router:</b> 10/100/1000 Mbps Ethernet port;10/100/1000 Mbps Gigabit LAN ports; VLAN support; IPv6; RIP; Inter-VLAN routing; HTTP/HTTPS based configuration; Quick site to site connections.</li> </ul> |

|     |  |   |   |
|-----|--|---|---|
| 15. | Content Design, packaging and delivery | Ability to create content for the E Learning site | <p>a) Provide content design, packaging and delivery capabilities along with 3 samples which includes:</p> <ul style="list-style-type: none"> <li>i. White boarding</li> <li>ii. Story Telling</li> <li>iii. Animated story telling</li> <li>iv. Voice over video &amp; PPT</li> </ul> <p>b) The e learning course of 1 hour may include:</p> <p>Introductions, Story, Video snippets from NIA, white boarding, music in background and hybrid videos including screenshots, audio and video files along with pre-and post-assessments quiz creation.</p> |
|-----|--|---|---|

## 5 SYSTEM DOCUMENTATION

5.1 The selected Bidder shall provide complete documentation of the following as soft copies after the implementation:

5.1.1 **Administrator’s Manual:** This manual shall provide an overview and implementation instructions.

5.1.2 **Content management Manual:** This manual shall provide a basic operational description of the application as well as other pertinent operational details. The manual shall be short, simple, and shall include screen shots showing various operator procedures. This should be available online.

5.1.3 **Training Manual.**

5.1.4 FAQs to be listed and provided in relevant documentation.

5.1.5 On-line Help to be provided.

## 5.2 **SITE PREPARATION**

5.2.1 Vendor shall provide detailed guidelines for site preparation including:

- a) Details for installation of backup server connected to Internet Hosting Server.
- b) Complete bandwidth calculation for concurrent 500 users.
- c) Suggested IT infrastructure to manage the administration of the E Learning Portal.

5.2.2 The infrastructure for Administrating the E Learning portal will be set up by the bidder. It shall be NIA's responsibility to ensure suitable space and power availability, it will be the responsibility of the vendor to provide Computation, Backup, connectivity, and hardware for site preparation including Air conditioning power conditioning, furniture, power backup, data cabling, miscellaneous networking equipment, cabling if any needed for connecting the RF Antenna receiver to Server, access control and security cameras etc.

## **6 SPECIFICATION OF EQUIPMENTS AND SERVICES**

6.1 The technical specifications specified in the schedule (Annexure-A) are the minimum requirements of the Purchaser. The vendors are at liberty to indicate higher specifications than the minimum levels. The Purchaser reserves the right to place orders at the higher specifications offered by the vendors. Similarly, the support and warranty period is the minimum required. The vendors are at liberty to offer a higher support and warranty period and the Purchaser / Indenter reserves the right to avail of the longer warranty period offered.

### **6.2 MAINTENANCE AND SUPPORT**

6.2.1 As a part of maintenance strategy, vendor shall quote services of technical resources for NIA, post commissioning of E – Learning Course. The software engineers should have sufficient technical qualification and experience to handle software and communications issues that may arise during the roll out of E Learning Course.

6.2.2 Maximum time to acknowledge and give telephonic support should be 4 hours, total resolution time should be 8 hours including weekends and national holidays during business hours (morning 8AM to Evening 8 PM). Time for this purpose shall be

measured as interval between the time of reporting the problem and the time when the problem is fully solved making the faulty components/functions fully operational.

- 6.2.3 Vendor and OEM support strategy should have an online 24 X 7 support.
- 6.2.4 Bidder shall not be responsible for damage to the systems due to external circumstances such as earthquakes, floods, fires, riots, electrical anomalies, global warfare, as well as rats cutting and destroying hardware etc.
- 6.2.5 Even if the backup server/s is/are shifted to any other location of NIA, during the warranty period, the warranty shall continue.

### 6.3 **UPTIME GUARANTEE & SLA**

- 6.3.1 Vendor shall have to guarantee a continuous high availability of the software application and should achieve 99 % uptime on 24 X 7 basis.
- 6.3.2 In case a failure occurs during the warranty period and the same has not been set right by the vendor within 8 hours from the time of intimation to the Vendor, the support and warranty period will also be extended proportionately.
- 6.3.3 Appropriate SLA (Service Level Agreement) will be provided to NIA by the bidder or its OEM to ensure uptime guarantee. It should define mean time between failure (MTBF), mean time to repair or mean time to recovery (MTTR)

## 7 INSTRUCTIONS TO BIDDERS

### 7.1 LOCATION FOR SUPPLY OF GOODS AND SERVICES AND INSTALLATION

7.1.1 Delivery, of all services and Installation Backup Server's etc. should be at the Sites/Locations as per **Annexure-J** at the risk and cost of successful bidder. In addition, Internet hosting of application software shall be done by the Bidder on an appropriate web server of Global Standards.

### 7.2 KEY POINTS (Specifications)

7.2.1 The technical specifications are the minimum requirements of the purchaser. The Bidder is at liberty to indicate higher specifications than the minimum level. The purchaser reserves the right to place order at the higher specifications offered by the Bidder. Similarly, the support & warranty period is the minimum required. The Tenderer is at liberty to offer a higher support & warranty period and the Purchaser / Indenter reserves the right to avail of the longer support & warranty period offered.

7.2.2 A **Pre-Bid Conference** will be held on **20<sup>th</sup> February 2017 (Monday) at 11.00 AM** in the Committee Room (Ground Floor) of Ministry of AYUSH, B – Block, GPO Complex, INA, New Delhi 110023. Intending Bidders are invited to provide suggestions to improve upon this RFP in the pre-bid conference. NIA intends to take the benefit of the latest advances in the technology. The Purchaser will communicate such changes that are acceptable to all the intending Bidders, who would have attended the pre-bid meeting. Only such approved changes will be uploaded as corrigendum to this RFP all intending bidders are advised to scan the NIA website regularly to update them-selves regarding the corrigendum issued. No individual bidder will be informed separately.

### 7.3 COST OF TENDER DOCUMENT

7.3.1 The Cost of Tender is Rs. 2000/- it can be purchased from the office of National Institute of Ayurveda, Madhav Vilas Palace, Jorawar Singh Gate, Amer Road, JAIPUR - 302002 (RAJASTHAN) INDIA

Or

7.3.2 Tender/RFP document may be down loaded from the website <http://nia.nic.in> . The cost of Tender is Rs.2000/- (Rupees Two Thousand Only). It can be deposited as a Demand Draft of Rs. 2000/- in favour of National Institute of Ayurveda, Jaipur along



with the Tender Document. The Demand Draft against Cost of Tender should be kept in Envelop I, failing which the tender will be rejected.

#### **7.4 EXPENSES INCURRED DURING EXECUTION OF TENDER**

7.4.1 It may be noted that NIA will not pay any amount / expenses / charges / fees / traveling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses, regardless of the conduct or outcome of the tendering process.

#### **7.5 NON TRANSFERABLE TENDER**

7.5.1 Neither the contract nor any rights granted under the contract may be sold, leased/sublet, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the NIA.

#### **7.6 QUALIFICATION CRITERION**

7.6.1 The respondent may be a Government Organization / PSU / PSE / partnership firm / proprietary firm or a Private Limited Company under Indian Laws.

7.6.2 The respondent should be in existence for minimum 3 years.

7.6.3 Consortium of multiple entities (having common controlling shareholders or other ownership interest) shall be permitted to bid. The Bidder / OEM should have minimum turnover of at least Rs.1.5 Crores or more in any of the past 3 years and an average turnover of Rs. 1 Crore in past 3 years.

7.6.4 The Bidder / OEM or Consortium member – should be having ISO 9001:2008 certificate.

7.6.5 An affidavit to the effect that the firm or any of its partner, director, Board Member of any firm has not been black listed by any Government / Semi Government Organization/statuary body.

- 7.6.6 The OEM / bidder or Consortium member could be a software development company or system integrator, with proven skills and experience in designing and Internet hosting and maintaining Web Portals.
- 7.6.7 The bidder / OEM or Consortium member should have an established development set up in India
- 7.6.8 The bidder / OEM or Consortium member offering E Learning Course should have at least Three E Learning implementations. Also, at least one of the three implementations should have online transactions through payment Gateways and use of Data Analytics.
- 7.6.9 The bidder / OEM or Consortium member should have qualified team of Software Professionals. Please attach at least three CVs of employees in employment for more than six months.
- 7.6.10 It would be the responsibility of the bidder / OEM or Consortium member to resolve compatibility issues, if any, in offered solution involving setting up of backup server at NIA.

## 7.7 OFFER VALIDITY PERIOD

- 7.7.1 Offers against Tender should remain valid for 180 days from the date of Tender opening.

### 7.7.2 Opening of Proposals:

7.7.3 NIA / shall open the technical Bids **at a date and time to be notified later** at the address stated above in the presence of authorized representatives from participating firms, who choose to attend. In case the date fixed for opening of the proposals is subsequently declared as holiday by the Government, the proposals will be opened on the next working day with the time and venue remaining unaltered.

### 7.7.4 Evaluation:

7.7.5 The duly constituted Tender Evaluation Committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference

and by applying the evaluation criteria, specified in the NIT. In the first stage of evaluation, a proposal shall be rejected if it is found deficient as per the requirement indicated in the NIT for responsiveness of the proposal. Only responsive proposals shall be further taken up for evaluation. Evaluation of technical proposal will start first and at this stage the financial bid (proposal) will remain unopened. The proposals will be evaluated, based on the eligibility criteria and submission of all the requisite information /documents as asked for in this NIT.

**7.7.6 Presentation by the eligible bidder:** A detailed presentation by the eligible Bidder who clear the technical scrutiny. Date and time of the presentation will be intimated to the concerned Bidder's. Presentation shall broadly include:

- i. Understanding of the Terms of References.
- ii. Technical approach and methodology,
- iii. Work plan including timelines;
- iv. Maintenance of quality;
- v. Steps to be taken for timely completion of the project, plan B or alternate methods to complete the project in any eventuality;
- vi. Experience of working for similar projects with infrastructure.
- vii. Organization and staffing including suitability of the key personnel for the project and any suggestion made by the bidder to improve the terms of reference. This is an illustrative list of items, but not exhaustive. Based on inputs received from the bidders during the presentation, the employer may modify/ amend the terms of reference, staffing schedule, work schedule, logistics, and reporting subsequently. These documents will then be incorporated in the Contract as '**Description of Assignment/ job.**' Special attention will be paid to clearly define the inputs and facilities required from the employer to ensure satisfactory implementation of the Assignment/job.

7.7.7 Evaluation shall be made **under Combined Quality cum Cost Based System (CQCCBS)**. Under CQCCBS, the **technical proposals will be allotted weightage of 70%** and only Bidder's securing a minimum of **70%marks** in technical evaluation shall be considered technically qualified. Financial proposals of only those firms who are technically qualified shall be opened publicly on the date & time specified to be notified, in the presence of the Bidder's representative who choose to attend. The name of the Bidder's, their technical score (if deemed necessary by the employer) and their financial proposal shall be read aloud. **Financial proposals will be allotted weightage of 30%.**

7.7.8 Proposal with the lowest cost may be given a financial score of 100 and other proposals given financial score that are inversely proportional to their prices.

7.7.9 The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.

7.7.10 **Highest point's basis:** On the basis of the combined weighted score for quality and cost, the Bidder's shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. In case H-1 bidder withdraws, second highest bidder H-2 will be considered.

## **7.8 COMPLETENESS OF TENDER OFFER**

The Bidder is expected to examine all instructions, forms, terms, conditions, and specifications in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender offer not substantially responsive in every respect to the tender document will be at the Bidder's risk and may result in rejection of its tender offer.

## 7.9 TWO BID SYSTEM TENDER

- i. The offer shall be in two separate parts, containing Technical and Commercial offers. Three separate sealed envelopes containing the EMD & Cost of Tender, Technical and Commercial offers separately should be enclosed together in a large envelop, sealed and superscripted with the Tender Reference Number, Envelop No and (EMD & Cost of Tender /Technical Bid / Commercial Bid) Name and address of the Bidder. Tender Offer without separate envelopes for EMD & Cost of Tender, Technical offer and Commercial offer will be rejected outright.
- ii. All pages in technical and commercial bid shall be stamped with the official company seal and duly signed by the authorized signatory.
- iii. The bidders should use the formats prescribed by the NIA for submitting both technical and commercial bids.
- iv. All three inside envelopes should be separately sealed and stamped. The sealed envelopes must be super-scribed with the following information:
  - a. Envelop No. (I (EMD & Cost of Tender) / II (Technical Bid) / III (Commercial Bid)
  - b. Type of offer (EMD & Cost of Tender or Technical or Commercial)
  - c. Tender Reference Number
  - d. Name and address of Bidder
  - e. Date of submission of Tender Offer and Time
- v. **ENVELOPE-I (EARNEST MONEY DEPOSIT AND COST OF TENDER)**
  - a) This envelope shall contain EMD along with Tender Offer Form (Annexure C) addressed to Director NIA, Jaipur. An Earnest Money Deposit of **Rs. 1,00,000.00** (Rupees One Lakh Only) shall be paid by Demand Draft or Bank Guarantee or as FDR issued by any Indian Bank in favour of '**Director, NIA Jaipur**', payable at Jaipur. The EMD will not carry any interest.
  - b) For Bidders who download Tender Form from NIA's website, will enclose a separate Demand Draft of Rs.2000/- (Rupees Two Thousand Only) in favour of

National Institute of Ayurveda, Jaipur towards cost of Tender, along with the tender, failing which Tender will be rejected. The demand draft should mention at the back of Demand Draft following information:

**Name of the organization bidding the tender** and mention the words ‘**Cost of Tender**’.

**c) The EMD made by the bidder will be forfeited if:**

- i. The bidder withdraws his tender before processing of the same.
- ii. The bidder withdraws his tender after processing but before acceptance of “Letter of appointment” issued by NIA.
- iii. The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- iv. The bidder violates any of the provisions of the terms and conditions of this tender specification.

**d) The EMD will be refunded to:**

- i. The successful bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee for 10% of the contract value or after submitting an undertaking for not demanding 10% payment till one year after project completion.
- ii. The unsuccessful bidders, only after acceptance of the “Letter of Appointment” by the selected bidder.

**vi. ENVELOPE-II (TECHNICAL OFFER)**

- a) The technical offer shall be submitted in Duplicate.
- b) The Technical offer should include all items asked for in Annexure-A.

- c) The Technical bid should be complete in all respects with all the columns filled in including “Remarks / Deviations”.
- d) The Technical offer should be complete to indicate that all products and services asked for are quoted and should give all required information including technical manuals, technical specifications, data sheet of the quoted products in an organized and neat manner. No documents, brochures, leaflets, etc. should be submitted in loose form. (Submit hard copy and soft copy in CD)
- e) The technical bid should not contain any price information.
- f) The technical specifications are the minimum requirements of the purchaser. The Bidder is at liberty to indicate higher specifications than the minimum level. The purchaser reserves the right to place order at the higher specifications offered by the Bidder.
- g) Filling up of the Technical Detail Form using terms such as “ok”, “acceptable”, “noted”, “as given in brochure / manual” is not acceptable. The Purchaser may treat offers not adhering to these guidelines as unacceptable.
- h) One tender should specify only one solution.

**vii. ENVELOP-III (COMMERCIAL OFFER)**

- a) Commercial Offer as per Annexure –B shall be submitted in Duplicate.
- b) It should give all relevant price information and should not contradict the Technical Offer in any manner.
- c) The prices quoted in the commercial bid should be without any conditions.
- d) The bidder should submit an undertaking that there are no deviations to the specifications mentioned in the tender either with the technical or commercial bids submitted.
- e) The price schedule must be filled in completely, without any error, erasures or alterations.

- f) Tenderer should quote only all-inclusive Price, inclusive of Supply, Installation, commissioning, Transportation, Forwarding, Insurance, Training, Support & Warranty, taxes and duties etc except Octroi.
- g) The commercial offer shall be on a fixed price basis, inclusive of all taxes, no price variation should be asked for relating to increase in customs duty, excise tax, Dollar price variation, etc.
- h) Price quotation accompanied by vague and conditional expression such as “subject to immediate acceptance”, “subject to confirmation before sales”, etc will be treated as being at variance and shall be liable for rejection.
- i) The envelope consisting of Commercial Offer shall be marked as “Commercial Envelop”.
- j) Prices quoted will be firm for the entire period of Contract. All prices to be quoted in Indian Rupees, and must clearly state all applicable taxes which must be included in quoted price.
- k) It is the responsibility of the Vendor to clearly identify all costs associated with any item or series of items in this RFP. The Vendor must include and complete all parts of the cost Proposal in a clear and accurate manner. Omissions, errors, misrepresentations, or inadequate details in the Vendor’s cost proposal will be considered as valid ground for rejection of the Vendor’s proposal. Costs that are not clearly identified will be borne by the Vendor.
- l) The commercial offer should include cost of upgrades of the system and application software for total duration of contract.
- m) The commercial offer should include incidental charges and customization charges if any.

## **7.10 AUTHORISED SIGNATORY**

- viii. The selected bidder shall indicate the authorized signatories who can discuss and correspond with the NIA, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract, a certified copy of the extract of the resolution of their Board, authenticated by Board Secretary, authorizing



an official or officials of the bidder or a Power of Attorney copy, to discuss, sign agreements / contracts with the NIA. The bidder shall furnish proof of signature identification for above purposes as required by the NIA.

### **7.11 ONLY ONE SUBMISSION PERMITTED**

- ix. Only one submission of response to tender by each Vendor will be permitted. All submissions, including any Banking documents, will become the property of NIA.

### **7.12 SUBMISSION OF TENDER OFFER**

- x. Sealed tender offers shall be received by the “**Director, NIA, Jaipur**” at National Institute of Ayurveda Madhav Vilas Palace, Jorawar Singh Gate, Amer Road, JAIPUR – 302002, RAJASTHAN, INDIA not later than the time and date specified in the invitation of Tender offer. In the event of the specified date for the submission of tender offers being declared a holiday, the offers will be received up to the appointed time on the next working day.
- xi. Tender Offer submitted without Cost of Tender / EMD, sent by fax or e-mail will not be considered for evaluation.
- xii. Tender Offer received late will be rejected and / or returned unopened to the Tenderer.

### **7.13 OPENING OF TENDER OFFER**

- xiii. Tender offers received within the prescribed closing date and time will be opened in the presence of bidder’s representatives who choose to attend the opening of the tender on the specified date and time as mentioned earlier in the tender document.
- xiv. The bidder’s representatives present, shall sign a register of attendance and minutes and they should be authorized by their respective companies to do so.
- xv. A copy of the authorization letter should be brought for verification.

## **7.14 PRELIMINARY SCRUTINY**

- xvi. Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each offer against the tender document. For purpose to this clause, a substantially responsive bid is one which conforms to all the terms and conditions of the Tender Document without material deviations. The purchaser's determination of an offer's responsiveness will be based on the contents of the Tender offer itself without recourses to extrinsic evidence.
- xvii. The Purchaser will scrutinize the offer to determine whether the offer is complete, whether required technical documentation have been furnished, whether the documents have been properly signed, and whether the offer is in order.
- xviii. A tender offer determined as not substantially responsive will be rejected by the purchaser and the commercial bid for such Tenderer will not be opened.
- xix. The Purchaser may waive any minor infirmity or irregularity in a Tender offer, which does not constitute a material deviation. This shall be binding on all Bidders and the Purchaser reserves the right of such waivers.

## **7.15 CLARIFICATION OF OFFER**

- xx. To assist in the scrutiny, evaluation and comparison of offer, the Purchaser may, at its discretion, ask some or all Venders for technical clarification of their offer. The request for such clarification and the response shall be in writing. To speed up the response process, the Purchaser, at its discretion, may ask for any technical clarification to be submitted by means of facsimile / email by the Bidder. In such cases, original copy of the document describing the technical clarification must be sent to the Purchaser by means of courier / in person in addition to the copy sent in facsimile / email.

## **7.16 EVALUATION OF TECHNICAL BIDS**

- xxi. Minimum Eligibility Criteria bids received from the Bidders will be opened on the specified day in the presence of representatives of the bidders, who choose to be present as per the schedule stipulated by NIA. Subsequently a detailed analysis will be carried out by NIA. Based on responses to 'Minimum Eligibility Criteria', Bidders will be short listed for further technical evaluation. Proposals which do not meet Minimum Eligibility Criteria, will not be considered for further technical evaluation. The technical bid will be analyzed and evaluated, based on which the Relative

Technical Score (RTS) shall be assigned to each bid. Technical Bids receiving a RTS greater than or equal to a score of 80 (cut-off marks) will be eligible for consideration in the subsequent round. The Parameters of the Technical evaluation are broadly in following table.

| <u>Table 4</u>   |                        |                    |
|--|------------------------|--------------------|
| <b>Marks Distributions:(Maximum Points 100)</b>  |                        |                    |
| <b>Criteria</b>  | <b>Criteria Points</b> | <b>(Max Marks)</b> |
| 1. The bidder or OEM should have implemented minimum similar projects, (Only last 2 years contracts will be considered for points award of the bidder or OEM): | 15                     | Max<br>Marks 15    |
| a) For 2 or more of these projects with minimum value of 50 Lakhs each or one project for 1 Crore in last two years  | 7                      |                    |
| b) For 1 of minimum value of 50 Lakhs in last two years  | 0                      |                    |
| c) Less than the above   |                        |                    |
| 2. Satisfactory Services Certificate by at least two Clients where bidder's solution is installed and maintained, it may be hosted on internet or on intranet: | 8                      | Max<br>Marks 8     |
| a) Satisfactory Services Certificate by 2 Clients  | 4                      |                    |
| b) Satisfactory Services Certificate by 1 Clients  | 0                      |                    |
| c) No Certificate  |                        |                    |
| 3. ISO Certification:  | 7                      | 7                  |
| a) ISO 9001:2008 certificate;  | 0                      |                    |
| b) No ISO Certification  |                        |                    |
| 4. Track of being in the Business for at least 3 years:  | 10                     | Max<br>Marks 10    |
| a) Being in the Business for more than 3years or more  |                        |                    |
| b) Being in the Business for less than 3 years   | 5                      |                    |
| 5. Undertaking to ensure availability of Technical resource for NIA as required to support the Project.  |                        | Max<br>Marks 10    |
| 6. The bidder should have implemented a solution having payment gateway, and having more than 200 registered users on any portal:                              | 10                     | Max<br>Marks 10    |
| a) If Yes for above  | 0                      |                    |
| b) Any of the above missing  |                        |                    |

|  |                       |                 |
|--|-----------------------|-----------------|
| 7. Technical & Qualified Manpower (Minimum Qualification: Degree/Diploma in engineering or its equivalent with minimum of 3 years' work experience in software development and implementation:<br>a) 7 & above Qualified & Experienced Developers<br>b) 5 Qualified & Experienced Developers<br>c) 3 Qualified & Experienced Developers<br>d) Less than 3 Qualified and Experienced Developers | 10<br><br>7<br>5<br>0 | Max<br>Marks 10 |
| 8. Turnover in any year in last 3 years:<br>a) =>1.5 Crores<br>b) Less than 1.5 Crores   | 10<br><br>0           | Max<br>Marks 10 |
| 9. Presentation on Proposed Architecture, software development capabilities and available infrastructure in the related areas  |                       | Max<br>Marks 20 |

- xxii. Bidders have to provide copies of supporting documents against each criterion mentioned above, without which bid may be rejected. **The minimum qualification score for the Technical Bid would be 70.**

### 7.17 SHORT LISTING OF BIDDERS

- xxiii. The Purchaser will short list technically qualifying Bidders and commercial offers of Technically Qualified Bidders will be opened.

### 7.18 COMPLIANCE WITH STIPULATIONS AND PRICE COMPARISION

- xxiv. The Purchaser will evaluate the commercial offers of Bidder previously shortlisted and determined to be substantially responsive.
- xxv. After opening of the commercial offers of the short-listed Bidders, if there is a discrepancy between words and figures, the amount indicated in words will prevail.

## 7.19 AWARD CRITERIA

- xxvi. Contract will be awarded to the Vendor, whose combined score of Technical and commercial evaluation is highest.
- xxvii. Only technically qualified Bidders would be called up for commercial openings.
- xxviii. Contract may be awarded even if only one bidder qualifies technical/commercial offer. NIA reserves the right to take appropriate decisions in such case and it shall not be binding on the NIA to award the contract.

## 7.20 EVALUATION CRITERIA

- xxix. The technical and financial scores secured by each bidder will be added using weightage of < 70% > and < 30% > respectively to compute a Composite Bid Score.
- xxx. The bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:-

$$B_n = 0.70 * T_n + 0.30 * F_n$$

Where :  $B_n$  = overall score of bidder  $T_n$  = Technical score of the bidder (out of maximum of 100 marks)  $F_n$  = Normalized financial score of the bidder

- xxxi. The bidder with lowest qualifying financial bid (L1) will be awarded 100% financial score. Financial Scores for bidders other than L1 will be evaluated using the following formula:

Normalized Financial Score of a Bidder:

$$F_n = (\text{Financial Bid of L1} / \text{Financial Bid of the Bidder}) \times 100$$

(Adjusted to two decimal places)

- xxxii. In the event of the composite bid scores are in tie, the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

## 7.21 RIGHT TO ALTER ITEMS

- xxxiii. The Purchaser reserves the right to alter the description and functionalities from the schedule of requirements specified in the tender.

xxxiv. The purchaser reserves the right to vary specifications.

## **7.22 NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER OFFER**

- xxxv. NIA shall be under no obligation to accept the lowest or any other offer, including those received late or incomplete offers, without assigning any reason whatsoever.
- xxxvi. NIA reserves the right to make any changes in the terms and conditions of the tender.
- xxxvii. NIA will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.

## **7.23 CORRUPT AND FRAUDULENT PRACTICES**

- xxxviii. The Purchaser will reject a proposal for award if it determines that Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

# **8. SIGNING OF CONTRACT AGREEMENT**

- 8.1 Within seven days of receipt of Purchase order, the successful Bidder shall sign and date the contract and return it to the Purchaser.

## **8.2 TERMS AND CONDITIONS OF CONTRACT**

Payment Terms and milestones will be finalised at the time of awarding the contract. The bidder must offer the total project cost in Indian Rupees.

## **8.3 LIQUIDATED DAMAGES**

For any delay in Deployment and Commissioning, the NIA will charge penalty as under:

- a) @ **1%** per week, of the total project cost for any delay in implementation.
- b) Subject to the cost not exceeding 10% of the total project cost.

- c) In case the delay in the project is caused due to lack of facilities or breakdowns attributable to NIA the date of Go Live will be extended in such a case and same shall be intimated in writing.

#### **8.4 PERFORMANCE BANK GUARANTEE**

Performance Bank Guarantee of 10% of the contract value valid for 1 year after the implementation of Project shall be required to be submitted within 15 days from Final Acceptance Certificate after the project closure in case the Bidder is not willing to the last stage payment to be released only after One Year.

If the bidder is not willing to the last stage payment to be released after one year of Project Go Live Stage, the performance bank guarantee can be given as bank's Irrevocable and Unconditional Bank Guarantee or FDR from any Indian Bank, which shall be returned along with the copy of release letter issued to Bank by NIA after One year.

#### **8.5 SUPPORT, WARRANTY AND ANNUAL MAINTENANCE CONTRACT (AMC)**

The successful Bidders shall warrant the software, equipment and its components to be free from any sort of defects in material and workmanship for a minimum period of 1 year from date of completed installation and shall repair and rectify non-working components of the solution on a timely basis free of cost.

Each and every call will be attended by competent staff of the vendor within 8 working hours of its notification either on phone or in writing during business hours (8am - 8pm). Delay in attending the call and delay in rectification of fault will lead to consequential increase in warranty.

AMC is to be quoted for period starting after end of One year from Go Live Day for a minimum period of 3 years and extendible to Five years i.e. extension of two years after end of three years of AMC.

#### **8.6 OPERATIONAL TRAINING**

- a. A comprehensive Training Plan is to be submitted along with the Technical Proposal.

- b. Bid price shall include 4 days training on the system for the NIA staff who will be the Administrators of the system.
  
- c. The training will be as per the pre-approved plan, which would include the level of audience, course curriculum, location at Jaipur (as per NIA requirements), duration and course material.

## **8.7 CANCELLATION OF CONTRACT AND COMPENSATION**

The NIA reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the NIA in the following circumstances:

- a) The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
  
- b) The bidder goes into liquidation voluntarily or otherwise.
  
- c) The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.
  
- d) If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.
  
- e) After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the NIA reserves the right to get the balance contract executed by another party of its choice by giving one month's notice to the bidder. In such an event, the selected bidder is bound to make good the additional expenditure, which the NIA may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.
  
- f) The NIA reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order.



- g) The purchaser shall be entitled and it shall be lawful on his part to forfeit the amount of Performance Bank Guarantee or withhold the 10% payment of the contract value in whole or in part in the event of any default, failure or neglect on part of the contractor in fulfillment or performance of the contract under reference in all respects to the satisfaction of the purchaser. The purchaser shall be entitled to deduct from the amount of Performance Bank Guarantee any loss or damage which the purchaser may suffer or be put by any reason of or due to any act or other default shall be recoverable by the purchaser from the contractor. The losses recoverable by the purchaser from the Performance Bank Guarantee shall include all losses incurred by the purchaser during the warranty period on account of failure of software or delay in providing services during the warranty period as per stipulations of the contract.
- h) The Performance Bank Guarantee will be returned to the contractor or the 10% payment withheld with the Tenderer shall be released to the Vendor without any interest on performance and completion of the contract which shall include installation, commissioning of complete E Learning Course and its successful Internet hosting under the contract and fulfillment of support &warranty obligations for the complete terms of the contract.

## **8.8 ASSIGNMENT**

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the NIA.

## **8.9 SUBCONTRACTING**

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the NIA.

## **8.10 NO LEGAL RELATIONSHIP**

No binding legal relationship will exist between any of the Recipients / Respondents and NIA until execution of a contractual agreement.

## **8.11 DISQUALIFICATION**

Any non-conformation to above tender details can be treated disqualification. Any form of canvassing/lobbying/influence/query regarding short listing, status etc will be a disqualification.

## **8.12 JURISDICTION**

Jurisdiction shall remain only in Courts of Jaipur, Rajasthan

## 9 ANNEXURES TO THE TENDERS

The tender comprises of following schedules / Annexure:

|            |   |
|------------|---|
| Annexure-A | Technical Compliance Sheet/Specifications For Technical Offer |
| Annexure-B | Price Schedule  |
| Annexure-C | Tender Offer Form   |
| Annexure-D | Self-Declaration (Notarized Affidavit)                        |
| Annexure-E | Details Of Bidder   |
| Annexure-F | Details Of Manpower Exclusively Associated With This Project  |
| Annexure-G | Performance Statement   |
| Annexure-H | Contract Form   |
| Annexure-I | Performance Security Form                                     |
| Annexure-J | Address for Delivery of Goods                                 |
| Annexure-K | Checklist   |

## 10 ANNEXURE A

| <b>SPECIFICATIONS FOR TECHNICAL COMPLIANCE OF E- LEARNING COURSE</b>   |                                |  |
|--|--------------------------------|--|
| <b>Requirements</b>  | <b>Compliance<br/>Yes / No</b> | <b>Bidder's Response<br/>to the<br/>Requirements</b> |
| <p><b>1. <u>REGISTRATION MODULE</u></b></p> <p>This module covers the Registration when a student visits the Portal and wishes to register for the course, following details will be required to be captured:</p> <ul style="list-style-type: none"> <li>a) Student Name</li> <li>b) Address</li> <li>c) Gender</li> <li>d) Qualification and upload of relevant certificate</li> <li>e) Student photo capturing / uploading &amp; storage</li> <li>f) Duplicate registration checking (mobile no. etc.)</li> <li>g) Alerts               <ul style="list-style-type: none"> <li>i. SMS</li> <li>ii. Email</li> </ul> </li> <li>h) Printing               <ul style="list-style-type: none"> <li>i. Student ID-Card printing received in mail by them after payment has been made for registration.</li> <li>ii. Payment Authentication process</li> </ul> </li> <li>i) Selection of Course</li> </ul> |                                |  |
| <p><b>2. <u>CONTENT MODULE</u></b></p> <p><b>2.1 FRONT END FOR STUDENTS</b></p> <ul style="list-style-type: none"> <li>a) Authentication of Student</li> <li>b) Tracking of last visit info</li> <li>c) MCQ Based questions embedded in every</li> </ul>   |                                |  |

|   |  |  |
|---|--|--|
| <p>lesson</p> <p>d) System Based assessment of performance.</p> <p>e) Assignment generation, submission and review.</p> <p>f) Scope for peer to peer assignment review</p> <p>g) System based suggestion indicating areas for revision in lesson.</p> <p><b>2.2 ADMIN CONTROL</b></p> <p>a) Study Lessons to be uploaded in a sequential manner as per weekly study units.</p> <p>b) All past lessons accessed to remain in open access.</p> <p>c) All lessons will be made available (online and will be downloadable), a pre-defined score may or may not be used to grant access to the next lesson.</p> <p>d) All Lessons will comprise of</p> <ol style="list-style-type: none"> <li>i. Pdf files</li> <li>ii. Videos with voiceover and subtitles</li> <li>iii. Animation</li> <li>iv. Power point files</li> <li>v. Images</li> </ol> <p>e) Access to higher Level of Courses</p> <p>f) Final Assessment of the course will be based on evaluation done in the form of an MCQ examination to be conducted at a pre duration.</p> |  |  |
| <p><b>3. <u>CERTIFICATION MODULE</u></b></p> <p>a) All paid courses will be entitled for a Certificate after successful completion of the course Level.</p> <p>b) All records of Certification and performance of the participants will be available on the E – Learning Portal in public domain.</p> <p>c) The Certificate will be verifiable with a unique ID No / Registration No.</p>   |  |  |

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| <p><b>4. <u>PAYMENT GATEWAY</u></b></p> <p>3<sup>rd</sup> party payment gateways (CC Avenue / Paypal etc.) to be integrated with the portal</p>  |  |  |
| <p><b>5. <u>INTERNET HOSTING AND DATA STORAGE</u></b></p> <p>a) Data shall be stored on the Internet hosting server.</p> <p>b) The server should be sized for 500 concurrent users and 5000 Registered users.</p> <p>c) The virtual computing environment should allow to use web services to launch instances with various Operating systems, load it with application environment, manage network's access permissions and run images using as many or few systems as required.</p> <p>d) Internet Hosting Service should have the ability to place instances in multiple locations. Locations should be insulated from failure in other Locations. Locations should be geographically wide spread in North America, South America, Europe / Middle East/ Africa and Asia Pacific.</p> <p>e) The Static IP to access the Internet Hosting Service should be linked to the account not to the instance. It should allow management of remapping (programmatically) to any instance in our account.</p> <p>f) Auto Scaling should be possible based on increase or decrease according to conditions.</p> <p>g) Data Analytics should be available to analyse the data of users.</p> <p>h) An easy to use, user friendly module to upload and manage content should be provided for NIA</p> |  |  |
| <p><b>6. <u>MAINTENANCE</u></b></p> <p>a) In case of an issue a simple process of restarting and recovery should be</p>  |  |  |

|  |  |  |
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| <p>available.</p> <p>b) A clearly defined escalation of an issue along with the process of escalation should be available.</p> <p>c) Detailed information / calculation about minimum bandwidth requirement for aggregator and client along with description of IT infrastructure at NIA for Administration of the E Learning Portal should be provided.</p> <p>d) Online help for Students and Administrator should be provided.</p>  |  |  |
| <p><b>7. <u>COURSE DESIGN</u></b></p> <p>a) Eligibility Criteria</p> <p>Medical professionals having qualification (MBBS / MD / MS / Any higher degrees) recognised under IMC Act 1956 in India or such relevant act in other countries shall be eligible to undertake admission for this course.</p> <p>b) The System should cater to address the above requirements and ensure scanned documents can be collected and shared with competent authority for verification to grant access.</p> <p>SMS and Email alerts will be used for students.</p>                     |  |  |
| <p><b>8. <u>FEEDBACK</u></b></p> <p><b>8.1 User Access</b></p> <p>a) Students can give feedback which would be submitted for offline review.</p> <p>b) Students can review their feedback online before submitting and post submission a copy of their submission should reach their mail box with an option to review in case required.</p> <p><b>8.2 Administrative Management</b></p> <p>a) Administration will review the feedback and allow the upload or deny.</p> <p>b) The user will be individually logged with specific uploads and denials based on their</p> |  |  |

|  |  |  |
|--|--|--|
| User ID  |  |  |
| <b>9. <u>ONLINE FORUM</u></b><br>a) This will be an open forum for registered users for the duration of their access.<br>b) Students and faculty can post Questions and Answers.<br>c) Interaction will remain open to all on all questions.<br>d) Forum will be divided in 3 levels<br>e) Higher Level Students will have access to Lower levels. |  |  |
| <b>10. <u>DATA ANALYTICS</u></b><br>Analytics and Reports:<br>a) Total Revenue vs Today's revenue<br>b) Total Active students<br>c) Per day enrolment of students<br>d) Course popularity statistics<br>e) Per Course Student Progress statistics<br>f) Verified students vs test students<br>g) Any more analysis as per the need                 |  |  |
| <b>11. <u>SOCIAL MEDIA</u></b><br>Social Media Integration:<br>a) Facebook<br>b) Google<br>c) Twitter<br>d) Linked-in  |  |  |
| <b>12. <u>ENVIRONMENT AND OS</u></b><br>a) Microsoft<br>b) MS SQL database   |  |  |
| <b>13. <u>MIS</u></b><br>Should use the Data from all the Modules  |  |  |



|  |  |  |
|--|--|--|
| <p><b>14. <u>HARDWARE</u></b></p> <p>a) <b>Server Specifications:</b> Processor Family: Intel® Xeon® E5-2600 v3; Number of Processors: 1 or 2; Processor Core: 8Core; Form factor (fully configured): 2U; Power Supply Type: (2) Entry-Level; Expansion slots; Storage Memory: 2 TB; Memory slots: 16 DIMM slots; Memory type: DDR4 Smart Memory; Memory(RAM): 8GB;</p> <p>b) <b>Keyboard:</b> USB Std 104 keys multimedia keyboard; <b>Mouse:</b> USB 2 button OPTICAL scroll Mouse with mouse pad; <b>Monitor:</b> 21 inch LED monitor;</p> <p>c) <b>UPS:</b> 1 KVA; Sealed, maintenance free battery; Battery replacement early detection; Quick charging; Easy recovery from overloads; audible alarms to indicate power cut; Genset compatibility</p> <p>d) <b>RACK:</b> 4U Rack</p> <p>e) <b>VPN Router:</b> 10/100/1000 Mbps Ethernet port;10/100/1000 Mbps Gigabit LAN ports; VLAN support; IPv6; RIP; Inter-VLAN routing; HTTP/HTTPS based configuration; Quick site to site connections;</p> |  |  |
| <p><b>15. <u>CONTENT DESIGN, PACKAGING AND DELIVERY</u></b></p> <p>a) Provide content design, packaging and delivery capabilities along with 3 samples which includes:</p> <ul style="list-style-type: none"> <li>i. White boarding</li> <li>ii. Story Telling</li> <li>iii. Animated story telling</li> <li>iv. Voice over video &amp; PPT</li> </ul>   |  |  |

|  |  |  |
|--|--|--|
| <p>b) The e learning course of 1 hour may include:</p> <p>Introductions, Story, Video snippets from NIA, white boarding, music in background and hybrid videos including screenshots, audio and video files along with pre and post assessments quiz creation.</p> |  |  |
|--|--|--|

## 11 ANNEXURE-B

### 11.1 PRICE SCHEDULE (PS)

Tender Reference:

Last date and time for submission of Tender:

**The Director NIA,**

Madhav Vilas Palace, Jorawar Singh Gate, Amer Road  
JAIPUR - 302002 (RAJASTHAN) INDIA

**SUBJECT: TENDER DOCUMENT FOR PARTICIPATION IN THE TENDER NIA –  
ONLINE E LEARNING PORTAL**

That we are sole owner/authorized agents/ of

.....  
.....

That we/the undersigned agency is equipped with adequate hardware/software and other facilities required for providing services and our establishment is open for inspection by the representatives of NIA.

We hereby offer to provide Services at the prices and rates mentioned in the financial bid (as per financial template).

We do hereby undertake, that, In the event of acceptance of our bid, the Services shall be provided as stipulated in the work order and the tender terms and conditions of the Bid and that we shall perform the entire incidental services.

The prices quoted are inclusive of all charges inclusive of traveling, hardware/software/manpower etc. for providing the desired services.

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the tenders and that we shall remain bound by the communication within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender and we do hereby undertake to provide the services as per these terms and condition.

We do hereby undertake that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.

### 11.2 FINANCIAL BID

The bidder will quote an all-inclusive cost for the project in Indian Rupees. The cost quoted shall be inclusive of all taxes, duties and any other statutory charges. The costs quoted should be firm, the dollar rupee exchange rate, or any other expenses incurred shall be borne by the bidder.

## 12 ANNEXURE-C

### TENDER OFFER FORM

Date: .....

**Tender Reference No.:**

To

**The Director NIA,**

Madhav Vilas Palace, Jorawar Singh Gate, Amer Road  
JAIPUR - 302002 (RAJASTHAN) INDIA

**SUBJECT: TENDER DOCUMENT FOR PARTICIPATION IN THE TENDER NIA –  
ONLINE E LEARNING PORTAL**

Gentlemen:

Having examined the tender documents including all Annexures the receipt of which is hereby duly acknowledged, we the undersigned, offer to work as Vendor as mentioned in the scope of the work as required by NIA in conformity with the said tender documents.

I/We declare that we are an established service Provider in the area of IT service Provider under the name and style of .....

We declare that we are equipped with adequate machinery/technology for providing the services as per the parameters laid down in the Tender Document and we are prepared for live demonstration of our capability and preparedness before the representatives of the NIA office.

I/ We undertake that the Prices are in conformity with the specifications prescribed. The quote is inclusive of all costs likely to be incurred for executing this work.

I/ we undertake, in the event of acceptance of our bid, the services shall be provided as stipulated in the schedule of the Bid Document and that we shall perform all the incidental services.

If our Bid is accepted we shall submit the performance guarantee of bank or not demand the 10% payment of the contract value till the end of 1st Year as specified in the Tender document for the due performance of the Contract during the Contract period at the time of signing of Agreement in the Form prescribed by NIA.

I / We agree to abide by this Bid for the period of 180 days after the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this Bid offer, together with your written

acceptance thereof and your notification of award shall constitute a binding contract between us.

We understand that you are not bound to accept the lowest or any offer you may receive.

We agree to the terms and conditions mentioned in the Tender Document.

Dated this.....Day of.....Signature:

(In the Capacity of : ).....

Duly authorized to sign the tender offer for and on behalf of

**Encl.: - (A) Envelope-1**

a) Tender offer form duly filled in. (Annexure C)

b) Earnest Money Deposit

c) Cost of Tender if it has not been sent in advance

**(B) Envelope-2:**

a) Specifications for Technical Compliance of E – Learning Portal (Annexure A)

b) Proof in support of having experience of minimum of 3 years of existence in the field of Software Development and IT related activities as on 1st February, 2016. Work orders along with Completion Certificates / Client's Testimonial given by concerned organizations or whom work is done should be submitted.

c) Proof in support of experience in development of online solutions and Internet hosting such services and providing IT related services to the Government / Public Sector Organizations / Undertaking / Corporations, Banks, Universities / State level Board and Corporate Bodies. Work-orders along with Completion Certificates / Client's Testimonial given by concerned organizations for whom work is done should be submitted

d) Proof in support of at least 2 similar online projects of Repute of minimum value of 50 Lakh each Or at least one project of value 1 Crore or Above, in last two years. Work-orders along with Completion Certificates / Client's Testimonial given by concerned organizations to Vendor or OEM should be submitted

e) Proof in support of proven track record of having successfully provided on-going training, maintenance of and handholding support for its online applications.

f) Technical proposal

g) Hardware resources proposed for backup of data at NIA and required IT infrastructure by NIA

h) Problem Escalation Mechanism with name, designation and contact details at each level up to the level of CEO

i) Proposed Methodology to complete this project.

|  |
|--|
| j) Details regarding proposed infrastructure for desired services.   |
| k) Details regarding miscellaneous / Add-on technical services.  |
| l) Copies of its audited financial statements for past three years   |
|  |
| <b>(C) Envelope-3</b>  |
| a) Index   |
| b) Price Schedule, duly stamped and signed   |
| c) OEM's Authorization Certificate in favour of Bidder if applicable.  |
| d) Self-Declaration for unblemished record (Annexure D)  |
| e) Details of Bidder (Annexure E)  |
| f) Performance statement along with necessary Documents (Annexure G)   |
| g) VAT Registration No. and Service Tax Registration No.   |
| h) Tender Offer duly stamped and signed.   |
| i) Copies of Certificate of incorporation of the firm (e.g. Registration as Partnership Firm, Proprietary concern, Company etc.) |
| j) Copy of the Factory Registration Certificate, if applicable   |
| k) Copy of the PAN Card  |

## 13 ANNEXURE-D

### SELF-DECLARATION (NOTARIZED AFFIDAVIT)

Ref \_\_\_\_\_

Date: \_\_\_\_\_

To

**The DIRECTOR**

**NIA,**

Madhav Vilas Palace, Jorawar Singh Gate, Amer Road  
JAIPUR - 302002 (RAJASTHAN) INDIA

**In response to the tender No.....Dated..... as an owner/partner / Director of ..... I / We hereby declare that our Agency ..... is having unblemished past record and was not declared ineligible for corrupt and fraudulent practices either indefinitely or for a particular period of time.**

**I/ We M/s \_\_\_\_\_ (Name of the Company) are not blacklisted in any Department of Government of India or any State Government I/We further undertake that our partner M/s \_\_\_\_\_ (Name of Vendor) having office are also not blacklisted in any Department of Government of India or any State Government.**

**I/We hereby declare that there are no pending cases against M/s ..... (Name & Address of Bidder) with Department of Government of India or any State Government or any other court of law.**

**I/We hereby declare that Bidder's company or Director/Owner of the company have not been declared by any Court or Competent Authorities insolvent or involved in any fraudulent means (Economical & Criminal) as on 31 December, 2016**

**Name of the Bidder: \_\_\_\_\_**

**Signature: \_\_\_\_\_**

**Seal of the Organization:**

## 14 ANNEXURE-E

| <b>DETAILS OF BIDDER</b>  |  |
|---|--|
| Please ensure that your response clearly answers all the questions. If you use additional schedules or documentation to support your response, make sure that they are clearly cross-referenced to the relevant question. |  |
| <b>General Profile of the Company and OEM:-</b>   |  |
| Name and Address of the Company and / or OEM<br>With Telephone Nos., Fax, E-mail and Website  |  |
| Date of Incorporation   |  |
| Offices situated at different locations   |  |
| Infrastructure facilities   |  |
| Turn over for last three years (Audited Annual Accounts and Annual Reports of three accounting years to be submitted)   |  |
| Executive Profile   |  |
| Service Tax Registration Number   |  |
| VAT Registration Number   |  |
| PAN No.   |  |
| Premises / space available in square feet   |  |
| <b>Details of Manpower:-</b>  |  |
| Technical Personnel available:  |  |
| Number of Operators:  |  |
| Number of Supervisors:  |  |
| Number of Managers:   |  |



| <b>List of Clients (For a period of last Three years):</b>         |   |  |                                      |  |
|--|---|--|--------------------------------------|--|
| <b>S. No</b>   | <b>Name and Address of the client with Tel. No.</b> | <b>Contact Person and Contact Number</b> | <b>Nature of Job</b>                 | <b>Total value of the contract (in Rs)</b>               |
|  |   |  |                                      |  |
|  |   |  |                                      |  |
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|  |   |  |                                      |  |
| (Separate pages may be taken to elaborate the projects undertaken) |   |  |                                      |  |
| <b>Quality Certificates</b>  |   |  |                                      |  |
| <b>S. No</b>   | <b>Name of Certificate</b>                          | <b>Certified By</b>                      | <b>Year of getting Certification</b> | <b>Whether Certificate is valid as on Date</b>           |
|  |   |  |                                      |  |
|  |   |  |                                      |  |
|  |   |  |                                      |  |
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|  |   |  |                                      |  |
| <b>Awards for products/Services, if any:</b>                       |   |  |                                      |  |
| <b>S. No</b>   | <b>Name of Certificate</b>                          | <b>Certified By</b>                      | <b>Year of getting Certification</b> | <b>Field of Award (S/W development Consultancy etc.)</b> |
|  |   |  |                                      |  |
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|  |            |            |
|--|------------|------------|
| Name, address and Telephone Number [Office, Residence, Mobile] of the Contact Person to whom all References shall be made regarding this tender: |            |            |
| Telephone:   | Office:    | Residence: |
| Mobile:  | Fax No.:   | E-mail:    |
| Place:   | Signature: |            |
| Date:  | Name:      |            |
| Company Seal   |            |            |
| <b>Note:</b>   |            |            |
| 1. In-adequate information could lead to disqualification of the bid.  |            |            |
| 2. All items should be supported by proper documents.  |            |            |

## 15 ANNEXURE-F

| <b>DETAILS OF MANPOWER ASSOCIATED WITH THIS PROJECT</b>   |      |               |                            |  |
|---|------|---------------|----------------------------|--|
| (If required it may be furnished on a separate sheet for each employee)   |      |               |                            |  |
| <b>NAME OF THE FIRM:</b>  |      |               |                            |  |
| .....   |      |               |                            |  |
| ...   |      |               |                            |  |
| <b>Name of the staff and Designation:-</b>  |      |               |                            |  |
| <b>Date of Birth:-</b>  |      |               |                            |  |
| <b>Professional Qualification :-</b>  |      |               |                            |  |
| <b>Key Assignment handled in past 3 years :-</b>  |      |               |                            |  |
|   |      |               |                            |  |
|   |      |               |                            |  |
| S.No.   | Name | Date of Birth | Professional Qualification | Key Assignment handled in past 3 years |
| 1   |      |               |                            |  |
| 2   |      |               |                            |  |
| 3   |      |               |                            |  |
| 4   |      |               |                            |  |
|   |      |               |                            |  |
| Date: .....   |      |               | Name of the Bidder: -      |  |
|   |      |               |                            |  |
| Place: .....  |      |               | Signature: -               |  |
|   |      |               |                            |  |
| Seal of the Organization  |      |               |                            |  |
| <b>Note:-</b> No change of any kind should be made in this format. In-adequate information or change in format could lead to disqualification of the bid. |      |               |                            |  |

| <b>PERFORMANCE STATEMENT</b>   |  |  |                  |                       |  |                                      |            |  |
|--|--|--|------------------|-----------------------|--|--------------------------------------|------------|--|
| Bid No. .... Date of opening.....  |  |  |                  |                       |  |                                      |            |  |
| Name of the Firm.....  |  |  |                  |                       |  |                                      |            |  |
| <b>Details of Past Contract similar to this Contract</b>   |  |  |                  |                       |  |                                      |            |  |
| S<br>No  | Name<br>and<br>Address<br>of the<br>client<br>with Tel.<br>No. | Contact<br>Person<br>And<br>Contact<br>NO. | Nature<br>of Job | Number<br>of Sites    | Total<br>Value of<br>The<br>Contract<br>(In Rs.) | Date of<br>completion of<br>contract |            | Penalty<br>imposed<br>by clients<br>if any |
|  |  |  |                  |                       |  | As per<br>Contr<br>act               | Actua<br>l |  |
|  |  |  |                  |                       |  |                                      |            |  |
|  |  |  |                  |                       |  |                                      |            |  |
|  |  |  |                  |                       |  |                                      |            |  |
|  |  |  |                  |                       |  |                                      |            |  |
|  |  |  |                  |                       |  |                                      |            |  |
| (Separate pages may be taken to elaborate the projects undertaken).  |  |  |                  |                       |  |                                      |            |  |
| <b>Note:</b> - Please enclose Work-orders along with Completion Certificates / Client's<br>Testimonial given by concerned organisations for whom the work is done. |  |  |                  |                       |  |                                      |            |  |
| Date: .....  |  |  |                  | Name of the Bidder: - |  |                                      |            |  |
| Place: .....   |  |  |                  | Signature             |  |                                      |            |  |
| Seal of the Organisation: -  |  |  |                  |                       |  |                                      |            |  |

## 17 ANNEXURE-H

### CONTRACT FORM (CF)

AGREEMENT MADE on this ..... day of ..... Two thousand  
..... Between  
..... (Hereinafter  
called "the Contractor") of the one part and the Director, NIA of the other part.

WHEREAS the contractor has tendered for providing Online E-Learning Portal to the NIA (hereinafter called "The Tendering Authority ") as per the terms and conditions mentioned in the tender document. Whereas such tender has been accepted and the contractor has deposited with the Tendering Authority the sum of Rs..... (Rupees..... only) as security for the fulfilment of this Agreement or has undertaken not to demand the 10% payment of Project value till the end of 1<sup>st</sup> year from date of delivery.

NOW IT IS HEREBY AGREED between the parties hereto as follows:

The contractor has accepted the contract on the terms and conditions set out in the tender notice no. .... dated ..... as well in the acceptance of tender no. .... dated....., which shall hold good during period of this agreement.

Upon breach by the contractor of any of the conditions of the agreement, the Tendering Authority may issue a notice in writing, determine and put an end to this agreement without prejudice to the right of the NIA to claim damages for antecedent breaches thereof on the part of the contractor and also to reasonable compensation for the loss occasioned by the failure of the contractor to fulfil the agreement as certified in writing by the Tendering Authority which certificate shall be conclusive evidence of the amount of such compensation payable by the contractor to the NIA.

Upon the determination of this agreement whether by effluxion of time or otherwise the said deposit shall after the expiration of \_\_\_\_\_ months from the date of such determination be returned to the contractor but without interest and after deducting there from any sum due by the contractor to the Government under the terms and conditions of this agreement.

This agreement shall remain in force until the expiry of 12 months from the date of entering into the contract but the Tendering Authority may cancel the contract at any time upon giving one

month's notice in writing without compensating the contractor.

The Tendering Authority may give notices in connection with the contract. In consideration of the payments to be made by the Tendering Authority to the Bidder as hereinafter mentioned the Bidder hereby covenants with the Tendering Authority to provide the Services and to remedy defects therein conformity in all respects with the provisions of the Contract.

The Tendering Authority hereby covenants to pay the Bidder in consideration of the provision of the Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

If subject to circumstances beyond control (Force Majeure) the contractor fails to deliver the services in accordance with the conditions mentioned in the tender, the Tendering Authority shall be entitled to render services from else other organization after giving due notice to the Bidder on the amount and at the risk of the Bidder without cancelling the contract in respect of the consignment not yet due for delivery, or to cancel the contract.

In the event of action to be taken, the contractor shall be liable for any losses, which the Tendering Authority, may sustain on that account. The recovery by way of penalty shall be made by deducting the amount from the bills be made good by a credit note within the stipulated period for the purpose.

CONTRACTOR

Director, NIA

Witnesses

1.

2.

**18 ANNEXURE-I**

**PERFORMANCE SECURITY FORM (PSF)**

To:

(Name of Indenter)

WHEREAS.....  
..... (Name of Bidder) hereinafter called "the Bidder" has undertaken Contract No..... dated, .....2016 to render services hereinafter called "the Contract".

AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you with a bank Guarantee by a recognized bank or 10% contract value shall be withheld for up to 1 year from date of delivery for the sum specified therein as security for compliance with the Bidder's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Bidder a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of.....(Amount of the guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the contract and without cavil or argument, any sum or sums within the limit of .....as aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the.....day of.....2016

Signature and Seal of Guarantors

.....  
.....  
.....

Date .....

Address: .....

.....

.....



## 19 ANNEXURE-J

| <b>S<br/>No</b> | <b>Offices of NIA</b> | <b>Location</b>   |
|-----------------|-----------------------|---|
| 1               | Head Office           | National Institute of Ayurveda,<br>Madhav Vilas Palace, Jorawar Singh Gate,<br>Amer Road, JAIPUR - 302002 (RAJASTHAN) INDIA |

## 20 ANNEXURE-K

| <b>CHECKLIST</b> |                 |  |                     |                    |
|------------------|-----------------|--|---------------------|--------------------|
| <b>S. No</b>     | <b>Annexure</b> | <b>Description</b>                     | <b>Yes / No /NA</b> | <b>Page Number</b> |
| 1                | Annexure A      | Specifications For Technical Offer     |                     |                    |
| 2                | Annexure B      | Price Schedule                         |                     |                    |
| 3                | Annexure C      | Tender Offer Form                      |                     |                    |
| 4                | Annexure D      | Self-Declaration (Notarized Affidavit) |                     |                    |
| 5                | Annexure E      | Details of Bidder                      |                     |                    |
| 6                | Annexure F      | Details of 3 resources & their CVs     |                     |                    |
| 7                | Annexure G      | Performance Statement                  |                     |                    |
| 8                | Annexure H      | Contract Form                          |                     |                    |
| 9                | Annexure I      | Performance Security Form              |                     |                    |
| 10               | Annexure J      | Location                               |                     |                    |
| 11               | Annexure K      | Checklist                              |                     |                    |
| 12               | Others          | Authorization letter from OEM attached |                     |                    |

|  |        |   |  |  |
|--|--------|---|--|--|
| 13   | Others | Technical/Commercial offers duly signed |  |  |
| 14   | Others | EMD with Tender Offer Form (Annexure C) |  |  |
| Vendors are requested to arrange support documents as per checklist.                       |        |   |  |  |
| (Signature of the representative)<br>Name:<br>Designation:<br>Name of the Company<br>Date: |        |   |  |  |