

TENDER DOCUMENT

Tele : (020) 27157612 Extn 2106
Fax : (020) 27157534

Army Institute of Technology
Dighi Hills, Alandi Road
Pune-411015

AIT/0810/133/2018-19/Proj

22 Dec 2018

To

TENDERING ENQUIRY FOR PROCUREMENT OF LEARNING MANAGEMENT SYSTEM (LMS) FOR AIT

Sir/Madam,

1. This Institute is interested in is interested in procurement of Learning Management System in AIT.
2. You are requested to collect tender enquiry documents from the institute on or before 10 Jan 19 between 9.00 a.m to 4.30 p.m.
3. Please quote your best offer based on specifications as given in tender documents by 20 Jan 19.

(KE Vijayan)
Colonel(Retd)
Joint Director
For Director

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TENDERING ENQUIRY FOR PROCUREMENT OF LEARNING MANAGEMENT SYSTEM (LMS) FOR AIT

Sir.

1. Army Institute of Technology, hereinafter referred to as Customer, is interested in procurement of Learning Management System in AIT.

- (a) Only the enclosed formats (Appendix 'A' to 'C' and its annexures) in original will be used. All sheets will be submitted duly affixed with the Companies stamp and signature of the authorised signatory of the company. Additional sheets, duly authenticated, may be attached to elucidate specifications or clarify specific issues.
- (b) Costs indicated in offer for each item should be the landed cost of the item, giving break up of basic cost of item, excise, all types of taxes specified separately, levies and freight etc.
- (c) Cost per unit item considering all the taxes as well as the total costs for the full quantity to be supplied will be indicated.
- (d) Technical and commercial offers will be submitted on specific formats enclosed with this tender document in separate envelopes marked "Technical Offer" and "Commercial Offer" respectively.
- (e) Only OEMs or their authorised representative shall quote on behalf of the OEMs. The products being quoted will be OEMs products except where specifically stated in the tender enquiry. If the bidder is not an OEM then a letter from the OEM is required in the format enclosed in Annexure-I of Appx A.
- (f) Incomplete tender is liable to be rejected.

2. **Pre-Qualification Criteria:** The firm must meet all of the following eligibility requirements. Non-compliant firms/organizations shall not be evaluated technically or commercially.

Sl. No.	Qualification	Documentary evidence to be attached
1	The firm must have successfully implemented at least 3 similar Lecture Capture & Video Conferencing project during the last 3 years in Central University/ State Affiliating University/ IITs/IIMs/NITs/IITs.	Copy of work/service orders/ Client certificate should be available with the firm for verification of the same. A job executed by a firm for its own in-house purpose/sister concern/subsidiary shall not be considered as experience. Also, job executed by a firm as a Subsidiary / Fellow Subsidiary / Holding Company and Sub-Contractors shall not be considered as experience.
2	The firm must have successfully implemented at least 2 projects where sessions for large audience audio-video conferencing have been conducted, where participants from more than 500 locations / classrooms / devices have attended the session.	Completion certificate clearly mentioning implementation of similar solution and large audience video conferencing implementation should be submitted.

Note: - Only firms qualifying in Pre-Qualification evaluation would be considered for the technical evaluation as per below criteria.

3. Delivery Schedule. The work for establishing LEARNING MANAGEMENT SYSTEM (LMS) FOR AIT be completed as follow:-

- (a) Delivery of items - 03 Weeks.
- (b) Installation of items - 02 Weeks after delivery

4. Acceptance Testing. The materials supplied will be subjected to detailed acceptance testing procedure to test individual components and successful integration of all components in Network. Modalities of the test may be worked out jointly by vendor and the customer. Specifications of the materials supplied shall be checked for the conformity with specifications given in the work order. The customers would issue an Acceptance Certificate on successful completion of acceptance testing. The date of issue of Acceptance Certificate shall be deemed to be the date of commencement of warranty.

Payment Terms

5. Payment terms shall be as under: -

- (a) 50% payment on receipt of stores in working conditions.

(b) In case of Purchase done through custom free payment through CIF, Mumbai payment terms as agreed between the vendor and customer as per laid down norms for such purchase.

(c) The balance 50% payment on completion of installation, testing, commissioning and training.

6. Performance Bank Guarantee. 5% of the work order cost shall remain under Bank Guarantee till the expiry of the warranty as '**Performance Warranty**'. The vendor shall furnish a performance Bank Guarantee equal to five percent (5%) of the total value of the contract within the 7 days of the receipt of work order. In case of adherence to the delivery schedule for all deliverables of the project as given above in Para 2, liquidated damages as given in para 6 and 7 will be deducted from this amount. **Bank Guarantee will be valid till expiry of the warranty.**

7. Liquidated Damages (LD). If the vendor fails to complete the work in full within the stipulated period, in accordance with the, work order, the vendor shall pay to the Customer AIT, liquidated damages, at the rate of one percent (1%) of the total value of project cost, for each complete week or part thereof for delay up to a maximum of ten percent (10%) of the value of work order. Thereafter the Customer will have right to terminate the work order in case or such delay beyond 6 weeks, and the Customer would have the option to buy the materials and implement the project from the market at the vendors risk and cost. The mode and method of such risk purchase would be at the total discretion of the customer.

8. Method of Payment of Liquidated Damages. The amount charged as liquidated damages shall be deducted by the Customer from the amount due for payment to the Vendor. If the amount of such LD exceeds the payments due to the vendor, the vendors shall within 30 (thirty) days make payment to the customer in full and final settlement of claims failing which the Bank Guarantee will be encashed to make good the amount exceeding the payments due to the vendor.

9. Training: Extensive training has to be given to all Faculty members & Lab Assistant from the all Department in AIT. Details of training to be mentioned in the offer document.

Warranty and Maintenance Backup

10. Warranty. Vendors will provide free onsite comprehensive warranty for the complete work for a minimum period of Three year or higher as provided by OEM. Warranty shall include hardware, software and any other pre-loaded software as ordered from the date of acceptance. During the warranty, the vendor will repair/replace without any cost any equipment/part/accessory, which becomes, defective. During the warranty period all warranty benefits received by vendor from the OEMs, for any equipment pertaining to third parties will be passed on in to the Customer. The Customer may invoke the bank guarantee in case vendor fails to ensure rectification of defects within one week of the defect being intimated. Vendor will ensure 99% materials availability during the warranty period. Items of consumable nature that may not be replaced free on account of defect/malfunction must be specified clearly in the offer. Failure to provide this Information shall be treated as all items components consumables are covered under warranty.

11. Materials Maintenance During Warranty. In order to ensure functionality of materials supplied during warranty period, vendor shall provide materials maintenance. Vendor will provide the following: -

(a) Vendor will ensure that the material continues to perform in exactly the same manner as at the time of acceptance.

(b) Hardware Maintenance. Maintenance of materials should be onsite. Customer may approve if any equipment is required to be move out of site for repairs at the request of vendor. On site vendor will carry out preventive maintenance once every 2 months.

12. Material Maintenance Beyond Warranty Period. In order to ensure functionality of material during the life time (Ten Years) vendor shall guarantee to provide spares/component backup support and material support for this entire duration. Vendor will provide the following: -

(a) Hardware Support. Ensure availability of spares, components of material supplied, during the life time of Ten Years of the materials which may be bought by customer as and when required on termination of warranty period.

(b) Software Support. Updates and patches as applicable.

13. AMC. AMC will offer every year for atleast three year after warranty. AMC will be effective after entering into contract between the vendor and customer. AMC charges will be quoted separately in the commercial quote.

14. Conditions during Warranty. The vendor should fulfil following conditions during the warranty :-

(a) Any failure in the materials thereof should be rectified within a maximum period 48 hours of lodging a complaint.

(b) If the material is down beyond 48 hours, penalty at the rate of Rs 1000/- (Rs One Thousand only) per day will be charged or recovered out of the Bank Guarantee held towards the warranty. In case of any material being down for more than seven working days, Customer has the option to get it repaired from any suitable agency at the risk and cost to be borne by the vendor, which will be deducted from the Bank Guarantee due to vendor.

(c) Any material failing at level three times within a period of three months or displaying chronic faulty behaviour or manufacturing defects or quality control problems will be totally replaced by the vendor at his risk and cost within 30 days of being intimated.

Submission of Offers

15. You are requested to indicate the acceptance of the above offer based on the terms and conditions as given out in the aforesaid paragraphs and anywhere in the tender documents as per Appx 'C'.

16. You are requested to **submit your offers** as technical and commercial offers, will be **in separate envelopes** marked '**Technical Offer**' and '**Commercial Offer**'

respectively. Certificate to be signed, and stamped by authorised signatory of company is also to be attached as per Annexure I to Appendix 'A'. Technical offer should contain Appendixes 'A', 'C' including Annexure and all relevant technical document and commercial offer will consist of Appendixes 'B'.

17. Once the work order is placed, it will be the vendor's responsibility to make the project functional. Any additional cost incurred in installation of hardware/software and for which the vendor has not bid at the time of submission of the final offer will be borne by the vendor.

18. Make, model and version (Latest) will be specified for all items being offered. Complete technical specifications and literature for hardware software pre-loaded or otherwise will be attached with the Technical bid.

19. Any offer received incomplete or ambiguous is likely to be rejected at the discretion of the AIT without recourse to further clarifications. AIT also reserves the right to seek clarifications with one or more vendors if deemed necessary and also not accept any offer at all in case they are not reasonably priced.

20. Any conditions/terms given in the technical or commercial bids by vendors will not be binding on the AIT, Pune. In case the product specifications called in tender are not available technical specification set out in the tender may be changed at the discretion of the customer. The decision of the customer in deciding the technical specification shall be final. All the terms and conditions for the work, delivery, testing and acceptance, payment, warranty, uptime, penalty will be as given herein and no change in any term or condition by the vendors will be acceptable. Alterations, if any, in the tender documents should be attested properly by the vendor failing which the tender will be rejected. Vendors will not make any assumptions while submitting their bids. If required, clarifications will be sought prior to submission of bids.

21. Withdrawal of offer by vendor after opening of commercial bids shall render the vendor unreliable and out right debar him from attending any further transaction/negotiations without giving any reason thereof. Proceeding shall be initiated by customer to black list the vendor on this account.

22. Vendors/authorised reps of vendor shall be required to attend the Technical Evaluation Committee (TEC) meeting and Price Negotiation Committee (PNC) meeting. Date and time of such meetings will be intimated from time to time by customer. TEC/PNC reserves the right to disqualify the vendor, due to non-attendance of 'any' of the meeting by the vendor or his representative.

23. All material items for which excise duty is applicable at varied rates shall be specified discretely, in the commercial bid Vendor shall be responsible to produce excise duty and other duty levy certificates in respect of all such items, whether manufactured by the vendor or otherwise.

24. Terms and conditions for the procurement are attached as Appendix 'C'. The details of similar project executed by vendor in various Govt/reputed firm may be enclosed. These will be signed by the authorised company representative and stamped with the company stamp.

25. You are requested to send your best offer in the office of the undersigned by Jan 19. Any offer received after this may be rejected at the discretion of the AIT,

Pune. Tender fee of **Rs- 250/-** to be deposited through a cheque in favour of Army Institute of Technology, Pune. (Submit cheque at the time of collecting tender document).

26. Earnest Money of **Rs- 5,000/-** to be deposited along with tender through a DD in favour of Army Institute of Technology, Pune. Earnest money (DD) will be refunded to the supplier within 2 week after the completion of PNC meeting.

27. Please ensure that this is your best and final offer.

(Note. Vendors will submit their technical and commercial bids on the original tender document including appendices and annexure. Photocopies will not be accepted).

Sd/-xxxx
(KE Vijayan)
Colonel(Retd)
Joint Director
For Director

TECHNICAL OFFER

**TENDERING ENQUIRY FOR PROCUREMENT OF LEARNING MANAGEMENT SYSTEM
(LMS) FOR AIT**

Sr. No.	Item Name	Specifications	Compliance (YES/NO)
1.	Lecture Capture solution	<ul style="list-style-type: none"> • The core feature of the solution should be automatic recording and distribution of classroom lectures through center intranet to participants, faculty as well as management of the institute. • The recording, audio-video quality enhancement, content security and distribution, all should be carried out in a completely automated fashion without any manual intervention. • The recorded videos should be enabled with number of tools for making the participants learning experience interactive, engaging and as close as possible to the normal classroom experience. • While viewing the lecture, the user should be able to easily switch among the following three views: Front of the classroom; Close-up of the Blackboard; Presentation view • Facility should be able to load study material in digital form and integration with the Lecture Capture device, resulting in pre-lecture as well as post-lecture content distribution mechanism. • All the recorded videos should be editable manually by the instructors to remove/edit any content post lecture. • Video and audio of the final product should be of high quality. • With all the Classroom Lecture recorded the solution should be capable of creating a Complete content repository automatically over a period of time. <p>In general, the core features of the solution include:</p> <ul style="list-style-type: none"> • The automatic recording and distribution of classroom lectures • A platform for editing and viewing recorded or live-streamed lectures • A platform for consolidating relevant content • Browser-based platform • Access through dedicated mobile app. 	

2.	Other features	<p>Other Features should include: Students should be able to mark a segment of video and keep it as, a bookmark for future reference. A collection of such bookmarks should be grouped as a playlist and played one after another.</p> <p>Videos are to be made searchable and discoverable through user-tags and algorithms.</p> <p>The teacher as well as the student should be able to create notes at any instance on the recorded videos and optionally share those with others.</p> <p>While reviewing the lecture outside of the classroom, a student should be able to ask questions to the teacher at any instance in the video. Whenever the teacher is online, she should be able to revert back either to that student or to the whole class.</p> <p>Teacher should be able to embed presentations, documents, spreadsheets, web-links etc.at any instance in the video.</p> <p>Flipped Classroom Institute should very easily be able to enable “Flipped Classroom” where teacher becomes facilitator and students participate more inside the classroom. It provides a very easy user interface for creation and distribution of short video lectures. Both screen as well as video recording capabilities with two-way interaction.</p> <p>Video-conferencing Enables institute to connect multiple centers by two-way video conferencing. The video conferencing should permit moderated sessions where all or some participants can be muted by the moderator. These VC sessions can be recorded and should be available on cloud for later viewing.</p> <p>Content Management Enables institute to build and manage a library of various kind of educational content. The teacher should also be able to upload any kind of study material, handouts (text, PDF, audio, video etc.).</p> <ul style="list-style-type: none"> -Educational Content Library-Manage a library of educational content, on campus -Adaptive Bit Rate -Detects the user’s bandwidth in real time and adjusts the video quality -Secure Video Content-Permission-based publishing and access. -Scheduling Timetable- Create an automatic calendar entry to schedule classroom recordings in advance. 	
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		<p>Analytics Comes with a very strong analytics and reporting engine. It provides pre-configured usage reports as well as Customizable reports to track the utility of the solution.</p> <p>Services:</p> <ul style="list-style-type: none"> ▪ Installation and testing of recording infrastructure for each individual classroom, including: <ul style="list-style-type: none"> ○ Processors and storage solution ○ High Definition Video Cameras ○ Audio Recording Devices ○ Routers and Wi-Fi devices ○ System configuration for automatic recording, processing, encryption and distribution of lectures on a daily basis ▪ Complete Installation ▪ Training of Administrator(s) and Faculty on-going guidance for maximizing solution value through student and faculty adoption. ▪ Live Customer Support for Administrators, Faculty and Staff 12 hours x 6 days. ▪ AMC and support for 3 years. 	
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(ON THE ORIGINAL LETTER HEAD OF
ORIGINAL EQUIPMENT MANUFACTURER OEM))

To.
Director
AIT
Pune-411015

Sub : Authorisation Letter for Tender No

Due on : _____

Dear Sir,

With reference to the above mentioned tender, we hereby authorized M/s _____ to quote the Learning Management System (LMS) technically & commercially on our behalf for the above mentioned tender due on _____ for AIT, Pune.

In the event of the order being placed on _____ against the above tender, we hereby guarantee to complete the work as per the scope of work of the above mentioned tender.

Thanking you,

Yours faithfully.

For _____

(Authorised Signatory)

COMMERCIAL OFFER

TENDERING ENQUIRY FOR PROCUREMENT OF LEARNING MANAGEMENT SYSTEM
(LMS) FOR AIT

Sr. No.	Item Name	Specifications	Qty	Rate (Rs)	Amount (Rs)
1.	Lecture Capture solution	<ul style="list-style-type: none"> • The core feature of the solution should be automatic recording and distribution of classroom lectures through center intranet to participants, faculty as well as management of the institute. • The recording, audio-video quality enhancement, content security and distribution, all should be carried out in a completely automated fashion without any manual intervention. • The recorded videos should be enabled with number of tools for making the participants learning experience interactive, engaging and as close as possible to the normal classroom experience. • While viewing the lecture, the user should be able to easily switch among the following three views: Front of the classroom; Close-up of the Blackboard; Presentation view • Facility should be able to load study material in digital form and integration with the Lecture Capture device, resulting in pre-lecture as well as post-lecture content distribution mechanism. • All the recorded videos should be editable manually by the instructors to remove/edit any content post lecture. • Video and audio of the final product should be of high quality. • With all the Classroom Lecture recorded the solution should be capable of creating a Complete content repository automatically over a period of time. <p style="margin-top: 10px;">In general, the core features of the solution include:</p> <ul style="list-style-type: none"> • The automatic recording and distribution 	05 Class rooms		

		<p>of classroom lectures</p> <ul style="list-style-type: none"> • A platform for editing and viewing recorded or live-streamed lectures • A platform for consolidating relevant content • Browser-based platform • Access through dedicated mobile app. 			
2.	Other features	<p><u>Other Features should include:</u></p> <p>Students should be able to mark a segment of video and keep it as, a bookmark for future reference. A collection of such bookmarks should be grouped as a playlist and played one after another.</p> <p>Videos are to be made searchable and discoverable through user-tags and algorithms.</p> <p>The teacher as well as the student should be able to create notes at any instance on the recorded videos and optionally share those with others.</p> <p>While reviewing the lecture outside of the classroom, a student should be able to ask questions to the teacher at any instance in the video. Whenever the teacher is online, she should be able to revert back either to that student or to the whole class.</p> <p>Teacher should be able to embed presentations, documents, spreadsheets, web-links etc.at any instance in the video.</p> <p>Flipped Classroom Institute should very easily be able to enable “Flipped Classroom” where teacher becomes facilitator and students participate more inside the classroom. It provides a very easy user interface for creation and distribution of short video lectures. Both screen as well as video recording capabilities with two-way interaction.</p> <p>Video-conferencing Enables institute to connect multiple centers by two-way video conferencing. The video conferencing should permit moderated sessions where all or some participants can be muted by the moderator. These VC sessions can be recorded and should be</p>	05 Class rooms		

		<p>available on cloud for later viewing.</p> <p>Content Management Enables institute to build and manage a library of various kind of educational content. The teacher should also be able to upload any kind of study material, handouts (text, PDF, audio, video etc.).</p> <ul style="list-style-type: none"> -Educational Content Library-Manage a library of educational content, on campus -Adaptive Bit Rate -Detects the user's bandwidth in real time and adjusts the video quality -Secure Video Content-Permission-based publishing and access. -Scheduling Timetable- Create an automatic calendar entry to schedule classroom recordings in advance. <p>Analytics Comes with a very strong analytics and reporting engine. It provides pre-configured usage reports as well as Customizable reports to track the utility of the solution.</p> <p>Services:</p> <ul style="list-style-type: none"> ▪ Installation and testing of recording infrastructure for each individual classroom, including: <ul style="list-style-type: none"> ○ Processors and storage solution ○ High Definition Video Cameras ○ Audio Recording Devices ○ Routers and Wi-Fi devices ○ System configuration for automatic recording, processing, encryption and distribution of lectures on a daily basis ▪ Complete Installation ▪ Training of Administrator(s) and Faculty on-going guidance for maximizing solution value through student and faculty adoption. ▪ Live Customer Support for Administrators, Faculty and Staff 12 hours x 6 days. 			
		<u>Total (Incl of GST)</u>			
<u>Amt in Words -</u>					

Note – Charges for Annual Maintenance Contract and support for 3 years to be quoted separately.

ACCEPTANCE OF TERMS AND CONDITIONS

TENDERING ENQUIRY FOR PROCUREMENT OF LEARNING MANAGEMENT SYSTEM
(LMS) FOR AIT

1. Validity: Vendor confirms that the prices are valid upto _____
2. Payment Terms
 - (a) The 50% payment on receipt of stores in working condition.
 - (b) In case of Purchase done through custom free payment through CIF, Mumbai payment terms as agreed between the vendor and customer as per laid down norms for such purchase.
 - (c) The balance 50% payment on completion of installation, testing, commissioning and training.
3. Performance Clause. The vendor shall furnish a performance Bank Guarantee equal to five percent (5%) of the total value of the contract within seven days of receipt of work order. In case of non-adherence to the delivery schedule for all deliverables of the project as provided In the Tender Document, liquidated damages as provided in the Tender document will be deducted from this amount. Bank guarantee will be valid till the expiry of the warranty.
4. Delivery Period. **3 weeks** after receipt of Purchase Order.
5. Liquidated Damage. If the vendor fails to complete in full, all deliveries of materials within the stipulated period, in accordance with this work order, the vendor shall pay to the Customer- AIT liquidated damages, at the rate of one percent (1%) of the total value, for each complete week or part thereof, of delay upto to a maximum of ten percent (10%) of the value of work order. Thereafter the CUSTOMER will have right to terminate the work order in the case of such delay beyond 10 weeks, and the buyer would have the option to buy the hardware and commercial software form the market at the vendors risk & cost. The mode and method of such risk purchase would be at the total discretion of the Customer- AIT.
6. Calculation of Liquidated Damages Liquidated damages will be calculated and will be deducted out of the payments due to the vendor at the discretion of the customer.
7. Method of Payment Liquidated Damages The amount charged as liquidated damages shall be deducted by the Customer from the amount due for payment to the Vendor. If the amount or such LD exceeds the payments due to the Vendor, the Vendor shall within 30 (thirty) days make payment to the customer in full and final settlement of claims failing which the Bank Guarantee will be encashed to make good the amount exceeding the payment due to the vendor.
8. Acceptance Testing Procedure The system once installed will be subjected to an acceptance testing procedure to test individual components supplied. The details of the procedure will be worked out jointly between the vendor and the customers before the finalisation of the contract. The specifications of the equipment will be in conformity

with the details provided in the tender. The customer will issue an Acceptance Certificate on successful completion of acceptance testing.

9. Warranty. Vendor confirms acceptance of terms set out at Tender Document. The date of issue the acceptance certificate would be deemed to be the date on which the Warranty will commence. The vendor will provide on site comprehensive warranty for the period specified and agreed upon for peripherals and functioning of Network from the date at acceptance at the site.

10. The vendor will abide by the delivery schedule as laid out in Paragraph 4 above and elsewhere in the Tender Document.

11 All prices will be the landed costs and shall give break up basic cost, excise local taxes, levies, freight etc (as per format attached with document). All hard items for which Excise duty is applicable at varied rates will be specified in Commercial bid. Vendor will responsible to produce excise duty certificate in respect of all such items, whether manufactured by vendor or otherwise. Delivery of all goods shall be at Customer's premises.

CERTIFICATE

It is certified that all the terms and conditions as laid down in the above paragraphs and anywhere else in the Tender Document and its appendices are accepted by the Company and we will abide by them. It is further certified that any cost incurred on additional hardware & software would be borne by vendors.

Company Seal

(Authorised Signatory of OEM/Vendor/Company)

Place _____

Date _____

No _____