





<b>Department Details:</b>	
Department Name	Mohan Lal Sukhadia University, Udaipur
Department Type	Autonomous Body
Procuring Entity Name:	Dr. Avinash Panwar
Procuring Entity Contact:	Email: avinash[at]mlsu[dot]jac[dot]in, Mobile: 9414164608
Office Address:	College of Science, MLSU, Udaipur, Udaipur, (Udaipur), PIN:313001, Landline No.:2413955, Fax No.:

<b>Invitation to Proposal (RFP) Details:</b>	
Invitation to Proposal (RFP) Code	<b>SUU2425RFP0002</b>
Invitation to Proposal (RFP) Reference no.	CS/VB/MLSU/RUSA/2024-25/159 dated- 29/01/2025
Invitation to Proposal (RFP) Title	Request for Proposal (RFP) for Implementation of Learning Management System (LMS)

Financial Year	Publish Date	Uploaded on	Document
2024 - 2025	29/01/2025	29/01/2025	 <a href="#">[English] 296.59 KB</a>

<b>Invitation to Proposal (RFP) Bid Details:</b>	
Invitation to Proposal (RFP) Bid Title	Request for Proposal (RFP) for Implementation of Learning Management System (LMS)
Invitation to Proposal (RFP) Bid Type	Services
Invitation to Proposal (RFP) Bid Sub Type	Consultancy Services
Invitation to Proposal (RFP) Bid Pattern	Two Stage Bidding
Invitation to Proposal (RFP) Bid Document	 <a href="#">[English] 1.92 MB</a>
<b>Critical Dates:</b>	
Invitation to Proposal (RFP) Bid Upload Date	29/01/2025
Invitation to Proposal (RFP) Bid Publish Date	29/01/2025
Invitation to Proposal (RFP) Bid Submission End Date	10/02/2025
Invitation to Proposal (RFP) Bid Open Date	11/02/2025

 <b>Rajasthan Tenders</b>		<b>eProcurement System Government of Rajasthan</b>																
<b>Tender Details</b>																		
			Date : 29-Jan-2025 01:12 PM															
 <a href="#">Print</a>																		
<b>Basic Details</b>																		
<b>Organisation Chain</b>	Mohan Lal Sukhadia University, Udaipur  Vice - Chancellor  COMPROLLER  Sr. Accounts Officer																	
<b>Tender Reference Number</b>	CS/VB/MLSU/RUSA/2024-25/159 dated 29/01/2025																	
<b>Tender ID</b>	2025_MLSU_445047_1	<b>Withdrawal Allowed</b>	Yes															
<b>Tender Type</b>	Open Tender	<b>Form of contract</b>	Item Rate															
<b>Tender Category</b>	Services	<b>No. of Covers</b>	2															
<b>General Technical Evaluation Allowed</b>	No	<b>ItemWise Technical Evaluation Allowed</b>	No															
<b>Payment Mode</b>	Offline	<b>Is Multi Currency Allowed For BOQ</b>	No															
<b>Is Multi Currency Allowed For Fee</b>	No	<b>Allow Two Stage Bidding</b>	No															
<b>Payment Instruments</b>		<b>Cover Details, No. Of Covers - 2</b>																
<b>Offline</b>	<table border="1"> <thead> <tr> <th>S.No</th> <th>Instrument Type</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>DD</td> </tr> </tbody> </table>	S.No	Instrument Type	1	DD	<table border="1"> <thead> <tr> <th>Cover No</th> <th>Cover</th> <th>Document Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Fee/PreQual/Technical</td> <td>.pdf</td> <td>TECHNICAL BID DOCUMENTS</td> </tr> <tr> <td>2</td> <td>Finance</td> <td>.xls</td> <td>FINANCIAL BID DOCUMENTS</td> </tr> </tbody> </table>	Cover No	Cover	Document Type	Description	1	Fee/PreQual/Technical	.pdf	TECHNICAL BID DOCUMENTS	2	Finance	.xls	FINANCIAL BID DOCUMENTS
S.No	Instrument Type																	
1	DD																	
Cover No	Cover	Document Type	Description															
1	Fee/PreQual/Technical	.pdf	TECHNICAL BID DOCUMENTS															
2	Finance	.xls	FINANCIAL BID DOCUMENTS															
<b>Tender Fee Details, [Total Fee in ₹ * - 1,500]</b>		<b>EMD Fee Details</b>																
<b>Tender Fee in ₹</b>	1,000	<b>EMD Amount in ₹</b>	40,000															
<b>Processing Fee in ₹</b>	500	<b>EMD Exemption Allowed</b>	Yes															
<b>Fee Payable To</b>	500/- for MD RISL, 1000/- for Director, UCC, MLSU	<b>EMD Fee Type</b>	percentage															
<b>Fee Payable At</b>	Udaipur	<b>EMD Percentage</b>	2.0%															
<b>Tender Fee Exemption Allowed</b>	No	<b>EMD Payable To</b>	Director, University Computer Centre, MLSU															
		<b>EMD Payable At</b>	Udaipur															
<a href="#">Click to view modification history</a>																		
<b>Work /Item(s)</b>																		
<b>Title</b>	Request for Proposal (RFP) for Implementation of Learning Management System (LMS)																	
<b>Work Description</b>	Request for Proposal (RFP) for Implementation of Learning Management System (LMS)																	
<b>Pre Qualification Details</b>	Please refer Tender documents.																	
<b>Independent External Monitor/Remarks</b>	NA																	
<b>Show Tender Value in</b>	Yes																	

<b>Public Domain</b>					
<b>Tender Value in ₹</b>	20,00,000	<b>Product Category</b>	Manpower Supply	<b>Sub category</b>	NA
<b>Contract Type</b>	Tender	<b>Bid Validity(Days)</b>	180	<b>Period Of Work(Days)</b>	NA
<b>Location</b>	MLSU, Udaipur	<b>Pincode</b>	313001	<b>Pre Bid Meeting Place</b>	University Computer Centre, Vigyan Bhawan Block-A
<b>Pre Bid Meeting Address</b>	University Computer Centre, Vigyan Bhawan Block-A, MLSU, Udaipur	<b>Pre Bid Meeting Date</b>	01-Feb-2025 11:00 AM	<b>Bid Opening Place</b>	University Computer Centre, Vigyan Bhawan Block-A,
<b>Should Allow NDA Tender</b>	No	<b>Allow Preferential Bidder</b>	No		

### Critical Dates

<b>Publish Date</b>	29-Jan-2025 02:00 PM	<b>Bid Opening Date</b>	11-Feb-2025 01:00 PM
<b>Document Download / Sale Start Date</b>	29-Jan-2025 02:00 PM	<b>Document Download / Sale End Date</b>	10-Feb-2025 05:00 PM
<b>Clarification Start Date</b>	NA	<b>Clarification End Date</b>	NA
<b>Bid Submission Start Date</b>	29-Jan-2025 02:00 PM	<b>Bid Submission End Date</b>	10-Feb-2025 05:00 PM

### Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	Notice	313.71

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Tender Documents	RFP.pdf	TECHNICAL BID DOCUMENTS	1952.66
	2	BOQ	BOQ_799246.xls	BOQ	281.00

### Bid Openers List

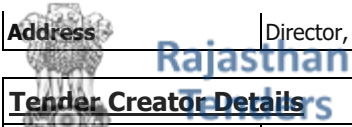
S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	dsrathoremisu@gmail.com	Devendra Singh Rathore	DEVENDRA SINGH RATHORE
2.	seemajalan1@gmail.com	Seema Jalan	SEEMA JALAN
3.	skmlsu@gmail.com	Sudhish Kumar	Dr. Sudhish Kumar

### Tender Properties

<b>Auto Tendering Process allowed</b>	No	<b>Show Technical bid status</b>	Yes
<b>Show Finance bid status</b>	Yes	<b>Stage to disclose Bid Details in Public Domain</b>	Technical Bid Opening
<b>BoQ Comparative Chart model</b>	Normal	<b>BoQ Comparative chart decimal places</b>	2
<b>BoQ Comparative Chart Rank Type</b>	L	<b>Form Based BoQ</b>	No

### Tender Inviting Authority

<b>Name</b>	Director, University Computer Centre, MLSU
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 <b>Address</b>	Director, University Computer Centre, Vigyan Bhawan Block-A, MLSU
<b>Tender Creator Details</b>	
<b>Created By</b>	Sudhish Kumar
<b>Designation</b>	Head and Prof.
<b>Created Date</b>	29-Jan-2025 12:04 PM

University Computer Centre, MLSU, Udaipur  
Standard Bidding Document  
Single Stage Online Bid under Two-Cover System

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(Abridged Form of Notice Inviting E-Bids to be published in newspapers with UBN Nos.)

University Computer Center, Vigyan Bhawan Block A ,  
MOHANLAL SUKHADIA UNIVERSITY, UDAIPUR

NOTICE INVITING E- BID No. CS/VB/MLSU/RUSA/2024-25/159 Dated-29/01/2025

One single stage online unconditional bids under two-cover system are invited for the "Request for Proposal (RFP) for Implementation of Learning Management System (LMS)" (Total estimated cost 20.00 lakhs) from manufacturers/ authorized distributors/ authorized dealers upto 05:00 PM of 10.02.2025.

Details of required number of items, estimated cost, specifications and other terms and conditions etc. may be seen in the Bidding Documents on the website <http://sppp.rajasthan.gov.in>, <https://eproc.rajasthan.gov.in> and University website [www.mlsu.ac.in](http://www.mlsu.ac.in).

NIB NO.

UBN No.

  
DIRECTOR  
University Computer Centre  
Mohanlal Sukhadia University,  
UDAIPUR



**Mohanlal Sukhadia University, Udaipur**  
**Request For Proposal (RFP)**  
For  
**Implementation of e-Learning Management System (LMS)**  
For  
**University Computer Centre**

**RFP Ref. No. CS/VB/MLSU/RUSA/2024-25/159**

**Dated-29.01.2025**

**Last date for Bid Submission: 10.02.2025**

**Issued By: Director Computer Centre, MLSU.**

**Id: dcc@mlsu.ac.in**

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## ABBREVIATIONS

ACR	Annual Confidential Report
BPR	Business Process Re-Engineering
BG	Bank Guarantee
DD	Demand Draft
DeitY	Department of Electronics and Information Technology, New Delhi
DoIT / DOIT	Department of Information Technology, Rajasthan
EMD	Earnest Money Deposit
GOI, GoI	Government of India
GIGW	Guidelines for Indian Government Websites
HR	Human Resources
LMS	Learning Management System
PAN	Permanent Account Number
PAR	Personal Assessment Report
RFP	Request for Proposal
NIC	National Informatics Center



University Computer Centre, MLSU, Udaipur  
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**Table of Important Dates for Bid**

S.No.	Event	Scheduled Date & Time
1.	Publication of Notice Inviting E-Bids	29.01.2025
2.	Downloading of Bid Documents from Website/Portal	29.01.2025, 5.00 PM
3.	Website for downloading Bid Documents	<a href="https://eproc.rajasthan.gov.in">https://eproc.rajasthan.gov.in</a> , <a href="http://sppp.rajasthan.gov.in">http://sppp.rajasthan.gov.in</a> & <a href="http://www.mlsu.ac.in">www.mlsu.ac.in</a> .
4.	Bid Document Submission Start	28.01.2025, 5.00 PM
5.	The deadline for downloading the Bid Documents	10.02.2025, 05:00 PM
6.	Deadline for Bid Submission	10.02.2025, 05:00 PM
7.	Deadline for receipt of DD towards Bid Fee, Processing Fee and Bid Security	11.02.2025, 11:00 AM
8	Pre Bid Conference	01.02.2025, 11:00 AM
9.	Technical Bid Opening	11.02.2025, 01:00 PM
10.	Financial Bid Opening	To be announced immediately after technical evaluation of Bids

**University Computer Centre, MLSU, Udaipur  
Standard Bidding Document  
Single Stage Online Bid under Two-Cover System**

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*(Abridged Form of Notice Inviting E-Bids to be published in newspapers with UBN Nos.)*

University Computer Center, Vigyan Bhawan Block A ,

MOHANLAL SUKHADIA UNIVERSITY, UDAIPUR

**NOTICE INVITING E- BID No. CS/VB/MLSU/RUSA/2024-25/159 Dated-29/01/2025**

One single stage online unconditional bids under two-cover system are invited for the **“Request for Proposal (RFP) for Implementation of Learning Management System (LMS)”** (Total estimated cost 20.00 lakhs) from manufacturers/ authorized distributors/ authorized dealers upto 05:00 PM of 10.02.2025.

Details of required number of items, estimated cost, specifications and other terms and conditions etc.may be seen in the Bidding Documents on the website <http://sppp.rajasthan.gov.in>, <https://eproc.rajasthan.gov.in> and University website [www.mlsu.ac.in](http://www.mlsu.ac.in).

**NIB NO. SUU2425RFP0002**

**UBN No. SUU2425RFP0002**

**Director  
University Computer Center,  
Mohanlal Sukhadia University, Udaipur**

## **Important Information Related to Bid**

### **1. Preamble (Project Introduction)**

MLSU seeks proposals from experienced software development teams to design, develop and deploy a custom Learning Management System (LMS). The LMS should cater to the specific needs of our university, enhance the teaching and learning experience, and integrate seamlessly with existing systems.

This project would help in student performance through personalized learning experiences and access to diverse educational resources and help in streamlining administrative processes, reducing manual tasks for faculty and staff, and improving resource allocation.

### **2. Invitation for Proposal**

#### **2.1 RFP Notice**

**NOTICE INVITING E-BIDS No. MLSU/UCC/RUSA/2024-25/ Dated-**

1. Single stage online unconditional Bids under Two-Cover system (Technical and Financial) are invited for the Implementation of Learning Management System (LMS) as listed below, from manufacturers/ authorized distributors/ authorized dealers **up to 5:00 PM of dated 10.02.2025.** Bidders can participate in the online bid process from **29.01.2025, 05:00 PM** onward after registering on the website <https://eproc.rajasthan.gov.in>.

<b>S. No.</b>	<b>Description</b>	<b>App.Cost (in Lacs including all taxers)</b>	<b>EMD (Rs)</b>	<b>Tender fee (Rs.)</b>
1	<b>Request for Porposal For Implementation of Learning Management System (LMS)</b>	20,00,000/-	40,000/-	Bid Fee - 1000/- RISL Processing Fee – 500/-

2. The complete Bidding Document including the conditions of contract, evaluation and qualification criteria and procedure, bidding forms, specifications etc. can be seen at and downloaded from the website <https://eproc.rajasthan.gov.in>. or the official web site of

**University Computer Centre, MLSU, Udaipur**  
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the University [www.mlsu.ac.in](http://www.mlsu.ac.in) up to **05:00 PM on 10.02.2025**

3. For participation in the online Bid process, Bidder must procure a Digital Signature Certificate (DSC) (Type-III) as per Information Technology Act-2000 using which they can digitally sign their electronic Bids. Bidders can process the same from any CCA approved certifying agency such as TCS, Safe crypt, Ncode etc. Bidders who already have a valid DSC need not procure a new DSC. Also the bidder must register on <https://eproc.rajasthan.gov.in>. Bidders already registered need not do so.
4. Bidders are advised to refer 'Bidders Manual Kit' available at E-procurement website for further details of the e-tendering process.
5. The evaluation criteria have been specified in the Bid documents under Section-III.
6. DD for Bid fee (Rs. 1000/-) and Bid Security/ Bid Securing Declaration (as applicable according to the bidden items) payable at Udaipur in favor of *Director, University Computer Centre, MLSU* and RISL Bid processing fees of Rs. 500/- in favour of *MD RISL, Jaipur* payable at Jaipur (*Managing Director, Raj Comp Info Services Ltd.*) in form of Demand Draft/ Banker's Cheque from a scheduled commercial bank must be submitted in person or through post and the same **should reach to the concerned Officers latest by 10.02.2025, 5:00 PM** and **the scanned copies of these instruments should be uploaded with the Technical Bids form.**
7. The Bidders shall upload the specifications, catalogue and other characteristics of the product offered. They shall also include details on their backup services offered, warranties, etc. in the Technical Bid file.
8. Technical Bid form duly signed on all pages and serially numbered accompanied with scanned copy of the instrument(s) for the Bid Fee and Bid Security(or Bid Securing Declaration as applicable), RISL Processing Fee, and Technical Bid as well as the Technical Bid submission form in one file; and Financial Bid submission sheet as well as the Financial Bid in another file shall be uploaded in the cover content of 'TECHNICAL BID' and 'FINANCIAL BID' respectively in electronic format up to **05:00 PM of 10.02.2025** on <https://eproc.rajasthan.gov.in>.
9. Bids uploaded after the specified time and date shall not be accepted.

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Single Stage Online Bid under Two-Cover System

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10. The Bids shall be **opened at 1.00 PM on 11.02.2025** in the presence of the Bidders or their representatives who wish to be present **in University Computer Centre, Vigyan Bhawan Block-A , Mohanlal Sukhadia University, Udaipur.**
11. The Procuring Entity is not bound to accept the lowest Bid and may reject any or all Bids without assigning any reason thereof.
12. Other terms and conditions lay down under the RTPP Act, 2012 and RTPP Rules, 2013 as amended and mentioned in the Bid documents shall be applicable.
13. Any dispute arising there out of this Bid shall fall under the jurisdictions of courts of law at Udaipur.
14. **The delivery of the tendered item as per enclosed technical specifications shall be made strictly within 12 Weeks from the date of issue of Purchase Order.**
15. **Payment terms: 100% payment will be released upon satisfactory completion of services.**
16. If the Bidders fails to deliver the goods within the period specified in the bidding document/purchase order, the purchase officer shall make following deductions (or as per latest cost orders in this regard)-{RTPP Act, 2012 and RTPP Rules, 2013}
  - (a) Delay upto 1/4th of the time period of supply:2.5%
  - (b) Delay  $\frac{1}{4}$ th and above but less than  $\frac{1}{2}$  of supply period:5%
  - (c) Delay  $\frac{1}{2}$  and above but less than  $\frac{3}{4}$ th of the supply period:7.5%
  - (d) Delay more than  $\frac{3}{4}$ th of the time period of supply:10%
  - (e) If the delay is more than 15 days from the period of supply mentioned in the order, department/purchasing officer may deduct amount after evaluating loss due to the delay.
17. **The successful Bidder shall ensure the deployment of the following minimum manpower at the MLSU/Bidder's location for the duration of the contract, which is 2 months from the date of agreement/work order, to provide implementation support and ensure smooth execution of the project."**

Director University Computer Center,  
Mohanlal Sukhadia University, Udaipur

## 2.2 Other Important Information related to bid

S. No.	Item	Description
1	Tender Fee in the favor of "Director, University Computer Centre, MLSU	Rs. 1000.00 (Rs. One thousand

**University Computer Centre, MLSU, Udaipur**  
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	(Rajasthan)” in the form of a Demand Draft	only)
2	RISL Processing Fees <i>MD RISL, Jaipur payable at Jaipur (Managing Director, RajComp Info Services Ltd.)</i> in the form of Demand Draft	Rs. 500.00 (Rs. Five Hundred Only)
3	Earnest Money Deposit(EMD) in the favor of “Director, University Computer Centre, MLSU (Rajasthan)” in the form of a Demand Draft	2% EMD (ie. Rs. 40,000.00)
4	Bid Validity Period	180
5	Performance security value (Performance Bank Guarantee)	For MSME Units of Rajasthan - 2% of the quoted amount in the form Bank Guarantee or Demand Draft For other firms /companies /organization – 5% of the quoted amount in the form Bank Guarantee or Demand Draft
6	Deadline / last date for furnishing performance security in favor of “Director, University Computer Centre, MLSU (Rajasthan)”	Within 15 days from the date of issue of Work Order.
7	Performance security validity period	Initially for the period of 1 year from the date of signing the agreement / work order.
8	Deadline / last date for signing agreement	Within 15 days of receipt of the Work Order

**Director University Computer Center, Mohanlal Sukhadia University, Udaipur**

# Section I: Instructions to Bidders

## Contents

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## Instructions to Bidders (ITB)

**(A) Special instructions:** *The Law relating to procurement “The Rajasthan Transparency in Public Procurement Act, 2012” [hereinafter called the Act] and the “Rajasthan Transparency Public Procurement Rules, 2013” [hereinafter called the Rules] under the said Act are in force for the Procuring Entities in the State. The said Act and Rules are available on the website of State Public Procurement Portal <http://sppp.rajasthan.gov.in>. The Bidders are advised to acquaint themselves with the provisions of the Act and the Rules before participating in the Bidding process. If any discrepancy between the provisions of the Act and the Rules and of this Bidding Document is found at any point of time, the provisions of the Act and the Rules shall prevail over the bidding document.*

**(B) Instructions for online bid submission are detailed out in Appendix - A**

### (C) General Instructions

1. General Instructions			
1.1	<b>Scope of Bid</b>	1.1.1	In support of the Invitation to online Bid indicated in the Bid Data Sheet (BDS), the Procuring Entity, as indicated in the BDS, issues this Bidding Document for the <b>“Request for Proposal (RFP) for Implementation of Learning Management System (LMS)”</b> and related services incidental thereto.
		1.1.2	Throughout this Bidding Document : i. The term “in writing” means communicated in written form through letter, fax, e-mail etc. with proof of receipt; ii. If the context so requires, singular means plural and vice versa; and iii. “Day” means calendar day. iv. ‘Price Bid’, Price Schedule and ‘Financial Bid’ are one and the same.
1.2	<b>Source of Funds</b>	1.2.1	The expenditure will be met by budgetary funds for projects sanctioned to PIs from various departments of MLSU, Udaipur under RUSA 2.0.



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<b>1.3</b>	<b>Code of Integrity</b>	1.3.1	No person participating in a procurement process shall act in contravention of the code of integrity as per Section 11 of the Act and Rule 80 of the Rules. The Bidder shall have to give a declaration regarding compliance of the Code of Integrity prescribed in the Act, the Rules stated above and in this Clause in this Bid, in Form No. 7 specified in Section IV, Bidding Forms.
	Conflict of Interest	1.3.2	A Bidder should not have a conflict of interest in the procurement in question as stated in the Rule 81 and this Bidding document. The bidders must well acquaint themselves with the provisions of the Act & Rules in this regard and must act accordingly.
	Breach of Code of Integrity by the Bidder	1.3.3	Without prejudice to the provisions of the Bid, Act and Rules in case of any breach of the Code of Integrity by a Bidder or prospective Bidder, as the case may be, the Procuring Entity may take appropriate action in accordance with the provisions of sub-section (3) of section 11 and section 46 of the Act and Rules.
<b>1.4</b>	<b>Eligible Bidders</b>	1.4.1	A Bidder may be a natural person, private entity, government-owned entity or, where permitted in the Bidding documents, any combination of them with a formal intent to enter into an agreement.
		1.4.2	A Bidder, and all parties constituting the Bidder, shall have the nationality of India.
		1.4.3	A Bidder debarred under Section 46 of the Act shall not be eligible to participate in this procurement process.
		1.4.4	The Bidder must be manufacturer, or where permitted, authorized distributor, authorized dealer in the Goods and he shall furnish Manufacturer's Authorization letter preferably in the format specified under Section IV.
		1.4.5	<ul style="list-style-type: none"> <li>i. Any change in the constitution of the firm etc., shall be notified forthwith by the Bidder in writing to the Procuring Entity and such change shall not relieve any former member of the firm etc., from any liability under the Contract.</li> <li>ii No new partner/partners shall be accepted in the firm by the Bidder in respect of the contract.</li> </ul>

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		1.4.6	Bidders shall provide such evidence of their continued eligibility to the satisfaction of the Procuring Entity.
		1.4.7	Each Bidder shall submit only one Bid
		1.4.8	No Bidder who is not registered under the GST in the State where his business is located shall bid. The GSTIN must be quoted, without which the Bid is liable to be rejected.
<b>1.5</b>	<b>Eligible goods &amp; services</b>	1.5.1	As per technical specifications mentioned in the Technical Bid.
<b>2. Contents of Bidding Document</b>			
<b>2.1</b>	<b>Sections of the Bidding Document</b>	2.1.1	<p>The Bidding Document consists of Parts 1, 2, and 3 which include all the Sections indicated below, and should be read in conjunction with any Addenda issued in accordance with ITB Clause 2.3.1 [Amendment of Bidding Document].</p> <p><b>Part 1: Bidding Procedures</b>  Section I. Instructions to Bidders (ITB)  Section II. Bid Data Sheet (BDS)  Section III. Evaluation and Qualification Criteria  Section IV. Bidding Forms</p> <p><b>Part 2: Contract</b>  Section V. Contract Forms  1. Agreement  2. Dispute Resolution Mechanism</p> <p><b>Part 3: Supply Requirements – As per order by Procuring Entity from time to time</b>  Section VI  (a) Schedule of supply, installation/ commissioning, mandatory operation and maintenance, training etc.  (b) Specifications/ conformance to standards, designs and drawings etc.</p> <p>The Notice Inviting E-Bids issued by the Procuring Entity shall also be a part of the Bidding Document.</p>

**University Computer Centre, MLSU, Udaipur**  
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		2.1.2	<p>i. The complete Bidding Document shall be uploaded on the University website and State Public E-Procurement Portal (<a href="https://eproc.rajasthan.gov.in">https://eproc.rajasthan.gov.in</a>) and shall be available for download till the given time one day prior to the date of opening of Bids. The prospective Bidders shall download the Bidding Document from the e-procurement portal or University website starting from the date and time given in the Notice Inviting E-Bids.</p> <p>ii. The price of bid document i.e. Bid Fee, Bid Security and RISL Processing Fee shall be paid in person or by post through bank demand draft or banker's cheque of a Scheduled Bank in favor of the Officers and as per the date and time specified in the Notice Inviting E-Bid.</p>
		2.1.3	The Procuring Entity is not responsible for the completeness of the Bidding Document and its addenda, if these are not downloaded correctly from the Procuring Entity's website/ e-procurement website.
		2.1.4	The Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Document. Failure to furnish all information or authentic documentation required by the Bidding Document may result in rejection of the Bid.
<b>2.2</b>	<b>Clarification of Bidding Document and Pre-Bid Conference</b>	2.2.1	A Bidder requiring any clarification of the Bidding Document shall contact the Procuring Entity in writing at the Procuring Entity's address indicated in the BDS and E-mail id <a href="mailto:dcc@mlsu.ac.in">dcc@mlsu.ac.in</a> The Procuring Entity will respond in writing to any request for clarification within two days, provided that such request is received no later than 05 (five) days prior to the deadline for submission of Bids as specified in ITB Sub-Clause 4.2.1 [Deadline for Submission of Bids].
		2.2.2	Pre-Bid Conference can be held as per requirement, information for which would be given separately.

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2.3	Amendment of Bidding Document	2.3.1	<b>Any addendum issued shall be part of the Bidding Document and shall be uploaded on the e-procurement website and University website for prospective bidders to download.</b>
		2.3.2	At any time prior to the deadline for uploading the Bids, the Procuring Entity, <i>sue motto</i> , may also amend the Bidding Document, if required, by issuing an addenda which will form part of the Bidding Document.
		2.3.3	The Procuring Entity may, at its discretion, extend the deadline for the submission of the Bids, pursuant to ITBSub-Clause4.2 [Deadline for Submission of Bids] with intimation to Bidders.
<b>3. Preparation of Bids</b>			
3.1	Cost of Bidding	3.1.1	The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Procuring Entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
		3.1.2	<p>The Bidder shall furnish the attested copies of following documents with its Bid:</p> <ul style="list-style-type: none"> <li>i. Partnership Deed and valid registration certificate with the Registrar of Firms in case of Partnership Firms. Power of Attorney in favor of the partner signing the Bid, authorizing him to represent all partners of the firm.</li> <li>ii. GSTIN issued by the competent authority and Permanent Account Number (PAN) issued by Income-Tax Department.</li> <li>iii. Address of residence and office, telephone numbers e- mail address, if any in case of sole Proprietorship.</li> </ul> <p>Registration certificate and Memorandum of Association issued by Registrar of Companies in case of a registered company and in case of another statutory or registered body, certificate of incorporation or registration issued by concerned authority. Power of attorney in favor of the</p>

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			person signing the Bid.
<b>3.2</b>	<b>Language of Bid</b>	3.2.1	The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Procuring Entity, shall be written in <b>English</b> . Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by a self-attested accurate translation of the relevant passages in <b>English</b> , in which case, for purposes of interpretation of the Bid, such translation shall govern.
<b>3.3</b>	<b>Documents Comprising the Bid</b>	3.3.1	The Bid shall comprise of two bids to be uploaded simultaneously, Technical Bid and the Financial or Price Bid in respective files.
		3.3.2	<p>The Technical Bid shall contain the following :</p> <ul style="list-style-type: none"> <li>i. Technical Bid Submission Sheet and Technical Bid containing the filled up Bidding Forms and Declarations related to Technical Bid and Code of Integrity given in Section IV, Bidding Forms;</li> <li>ii. Proof of payment of price of Bidding Document and Bid Security, in accordance with ITB Clause3.13;</li> <li>iii. Written confirmation authorizing the signatory of the Bid to commit the Bid by the competent authority;</li> <li>iv. Documentary evidence in accordance with ITB Clause3.8 establishing the Bidder’s eligibility to bid;</li> <li>v. Documentary evidence in accordance with ITB Clauses 3.10, that the Goods and Related Services conform to the Bidding Document;</li> <li>vi. Documentary evidence in accordance with ITB Clause3.11 establishing the Bidder’s qualifications to perform the contract if its Bid is accepted;</li> <li>vii. Details of the specifications, installation, testing, commissioning and performance requirements are to be submitted. For installation and commissioning the Bidder should confirm the availability of qualified and</li> </ul>

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			<p>experienced technical personnel as required;</p> <p>viii. Drawings/ designs in support of the Goods to be supplied;</p> <p>ix. Any other document required in the BDS; and</p> <p>x. Any other document considered necessary by the bidder to strengthen the Bid submitted</p>
		3.3.3	<p>The Financial Bid shall contain the following:</p> <p>i. Financial Bid Submission Sheet and the applicable Price Schedules, in accordance with ITB Clauses 3.4, 3.6 and 3.7;</p> <p>ii. Any other document, if required, in the BDS.</p>
<b>3.4</b>	<b>Bid Submission Sheets and Price Schedules</b>	3.4.1	<p>The Bidder shall upload the Technical Bid using the Technical Bid Submission Sheet and Financial Bid using the Financial Bid Submission Sheet as provided in Section IV, Bidding Forms. These forms must be completed without any alterations to their format, and no substitutes shall be accepted. All blank spaces shall be filled in indelible ink or typed with the information requested.</p>
		3.4.2	<p>The Bidder shall upload as part of the Financial Bid, the Price Schedules for Goods and Related Services using the BOQ (.xls format) available with the E-Bid at <a href="https://eproc.rajasthan.gov.in">https://eproc.rajasthan.gov.in</a> (sample format given at Form No. 5 provided in Section IV, Bidding Forms)</p>
<b>3.5</b>	<b>Alternative Bids</b>	3.5.1	<p>Alternative Bids shall not be considered.</p>
<b>3.6</b>	<b>Bid Prices and Discounts</b>	3.6.1	<p>The prices and discounts quoted by the Bidder in the Bid Submission Sheet and in the Price Schedules (BOQ) shall conform to the requirements specified in following Sub-Clauses:</p>
		3.6.2	<p>All items in the Schedule of Supply must be specified/ listed and priced separately in the Price Schedules.</p>
		3.6.3	<p>The price to be quoted in the Bid Submission Sheet shall be the total price of the Bid excluding any discounts offered.</p>

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			Discounts shall be shown separately.
		3.6.4	The Bidder shall quote any unconditional discounts and the methodology for their application in the Financial Bid Submission Sheet.
		3.6.5	<p>i. Prices proposed in the Price Schedule Forms for Goods and Related Services, shall be disaggregated.</p> <p>ii. This shall not in any way limit the Procuring Entity's right to contract on any combination of the terms offered.</p> <p>iii. The total price shall be FOR at the concerned Departments of MLSU, Udaipur</p>
		3.6.6	Prices quoted by the Bidder shall be fixed during the Bidder's Performance of the Contract and not subject to variation on any account.
		3.6.7	Prices quoted shall correspond to 100% of the items specified for each lot and to 100% of the quantities specified for each item of a lot. Bidders wishing to offer any price reduction for the award of more than one Contract shall specify the applicable price reductions in accordance with ITB Clause 3.6.4, provided the Bids for all lots are submitted and opened at the same time.
		3.6.8	All rates quoted must be FOR destination and should include all incidental charges <b>excluding</b> which should be shown separately. No carriage or transportation charges will be paid by Procuring Entity and the delivery [including unloading and stacking etc.] of the Goods shall be given at the designated premises of the Procuring Entity.
<b>3.7</b>	<b>Currencies of Bid</b>	3.7.1	The unit rates and the prices shall be quoted by the Bidder entirely in Indian Rupees. All payments shall be made in Indian Rupees only.
<b>3.8</b>	<b>Documents Establishing the Eligibility of the Bidder</b>	3.8.1	To establish their eligibility in accordance with ITB Clause 1.4 [Eligible Bidders], Bidders shall complete the eligibility declarations in the Bid Submission Sheet and Declaration Form included in Section IV [Bidding Forms]

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<b>3.9</b>	<b>Documents Establishing the Eligibility of the Goods and Related Services</b>	3.9.1	The Good and Services shall be as per specifications given in the Technical Bid.
<b>3.10</b>	<b>Documents, tests, samples and trials establishing the conformity of the goods and related services to the bidding document</b>	3.10.1	To establish the conformity of the Goods and Related Services to the Bidding Document, the Bidder shall furnish as part of its Bid, the documentary evidence (specifications, designs and drawings and conformance to BIS or other acceptable codes) and where asked for, supply samples, demonstrate trials or carry out tests as specified in Section V, Schedule of Supply and any amendment thereof issued in accordance with ITB Clause 2.3 [Amendment of Bidding Document].
		3.10.2	The documentary evidence may be in the form of literature, design/drawings or data etc., and shall consist of a detailed description of the essential technical and performance characteristics of the Goods and Related Services, demonstrating substantial responsiveness of the Goods and Related Services to those requirements, and if applicable, a duly signed statement of deviations and exceptions to the provisions of Section V [Schedule of Supply].
		3.10.3	Standards for workmanship, process, material, operation and maintenance and equipment, as well as references to brand names or catalogue numbers specified by the Procuring Entity in the Schedule of Supply, are the minimum acceptable standards and are intended to be descriptive only and not restrictive. The Bidder may offer other standards of better quality, brand names, and/ or catalogue numbers, provided that it demonstrates to the Procuring Entity's satisfaction that the substitutions ensure substantial equivalence or are superior to those specified in the Schedule of Supply.
<b>3.11</b>	<b>Documents Establishing</b>	3.11.1	To establish its qualifications to perform the Contract, the Bidder shall submit as part of its Technical Bid the



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	<b>the Qualifications of the Bidder</b>		documentary evidence indicated for each qualification criteria specified in Section III [Evaluation and Qualification Criteria].
<b>3.12</b>	<b>Period of Validity of Bids</b>	3.12.1	Bids shall remain valid for the period specified in the BDS after the Bid submission deadline date as specified by the Procuring Entity. A Bid valid for a shorter period shall be rejected by the Procuring Entity as non-responsive.
<b>3.13</b>	<b>Bid Security</b>	3.13.1	The Bidder shall furnish a Bid Security in original form and in the amount and currency specified in the BDS.
		3.13.2	Bid Security shall be 2% of the estimated value of subject matter of procurement put to bid.
		3.13.3	The Bid Security shall be given in the form of banker's cheque or bank demand draft in specified format, of a Scheduled Bank in India and shall be submitted to the Procuring Entity in person or by post latest by <b>11:00 AM of 11.02.2025</b> . Cheque shall not be accepted in any case.
		3.13.4	In lieu of Bid Security, a Bid Securing Declaration shall be submitted by the Departments of the State Government and State Government Public Sector Enterprises, Autonomous bodies, Registered Societies, Cooperative Societies which are controlled or managed by the State Government and Public Sector Enterprises of Central Government to the Procuring Entity in person or by post latest by <b>11:00 AM of 11.02.2025</b> .
		3.13.5	<b>Scanned copy of the Bid Security instrument or Bid Securing Declaration (as applicable) shall necessarily be uploaded with the Technical Bid</b> failing which it shall be liable to be rejected.
		3.13.6	Bid Security of a Bidder lying with the Procuring Entity in respect of other Bids awaiting decision shall not be adjusted towards Bid Security for the this Bid. The Bid Security originally deposited may, however, be taken into consideration in case Bids are re-invited.

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		3.13.7	The issuer of the Bid Security and the confirmer, if any, of the Bid Security, as well as the form and terms of the Bid Security, must be acceptable to the Procuring Entity.
		3.13.8	The Bid Security of unsuccessful Bidders shall be refunded soon after final acceptance of the successful Bid and signing of Contract Agreement and submission of Performance Security by the successful Bidder pursuant to ITB Clause 6.5 [Performance Security].
		3.13.9	The bank guarantee presented as Bid Security shall be confirmed from the concerned issuing bank. However, the confirmation of the acceptability of a proposed issuer or of any proposed confirmer does not preclude the Procuring Entity from rejecting the Bid Security on the ground that the issuer or the confirmer, as the case may be, has become insolvent or is under liquidation or has otherwise ceased to be credit worthy.
		3.13.10	The Bid Security of unsuccessful Bidders shall be refunded soon after final acceptance of the successful Bid and signing of Contract Agreement and submission of Performance Security by the successful Bidder pursuant to ITB Clause 6.5 [Performance Security].
		3.13.11	<p>The Bid Security taken from a Bidder shall be forfeited in the following cases, namely:</p> <ul style="list-style-type: none"> <li>i. When the Bidder withdraws or modifies his Bid after opening of Bids; or</li> <li>ii. When the Bidder does not execute the agreement in accordance with ITB Clause 6.4 [Signing of Contract] within the specified time after issue of letter of acceptance/ placement of supply order; or</li> <li>iii. When the Bidder fails to commence the supply of the Goods or Related Services as per supply order within the time specified; or</li> <li>iv. When the Bidder does not deposit the Performance Security in accordance with ITB Clause 6.5 [Performance Security] in the specified time period after the supply / work order is placed; or</li> <li>v. If the Bidder breaches any provision of the Code of</li> </ul>

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			Integrity prescribed for Bidders specified in the Act, Chapter VI of the Rules and ITB Clause 1.3; or vi. If the Bidder does not accept the correction of its Bid Price pursuant to ITB Sub-Clause 5.5. [Correction of Arithmetical Errors].
		3.13.12	In case of the successful Bidder, the amount of Bid Security may be adjusted in arriving at the amount of the Performance Security, or refunded if the successful Bidder furnishes the full amount of Performance Security. No interest will be paid by the Procuring Entity on the amount of Bid Security.
<b>3.14</b>	<b>Format and Signing of Bid</b>	3.14.1	The Bidder shall prepare one Technical Bid and one Financial Bid as described in ITB Clause 3.3 and each clearly marked as “TECHNICAL BID” and “FINANCIAL BID” on the respective files. <b><u>All pages shall be serially numbered.</u></b>
		3.14.2	The original Bids shall be typed or written in indelible ink and it’s all pages shall be signed by the Bidder or a person duly authorized to sign on behalf of the Bidder. This authorisation shall consist of a written confirmation as specified in the BDS and shall be attached to the Bid.
		3.14.3	Any amendments such as interlineations, erasures, or overwriting shall be valid only if they are signed by the person signing the Bid.
<b>4. Submission and Opening of Bids</b>			
<b>4.1</b>	<b>Marking and Uploading of Bids</b>	4.1.1	Bidders shall submit their Bids <b>ONLINE</b> only.
		4.1.2	The Bidder shall upload the Technical Bid along with Technical Bid Checklist Form including enclosures, other documents and Technical Bid Submission Sheet (Form No. 1, 2 & 3) under the cover of ‘Technical Bid’; and the Financial Bid along with Financial Bid Submission Sheet (Form No. 4 & 5) under the cover of ‘Financial Bid’.

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<b>4.2</b>	<b>Deadline for Uploading the Bids</b>	4.2.1	Bids shall be uploaded upto the time and date specified in the Notice Inviting E-Bids or an extension issued thereof.
<b>4.3</b>	<b>Late Bids</b>	4.3.1	The Procuring Entity shall not consider any Bid that is uploaded after the deadline for submission of Bids, in accordance with ITB Clause 4.2.1. Such Bids shall be declared late and shall be rejected.
<b>4.4</b>	<b>Withdrawal of the Bids</b>	4.4.1	A Bidder may withdraw its Bid Proposal ONLINE prior to the opening of the Bid.
		4.4.2	Bid Proposals that are withdrawn ONLINE in accordance with ITB Sub- Clause 4.4.1 [Withdrawal of Bids] shall not be considered.
		4.4.3	No Bid shall be withdrawn in the interval between the opening of the Bid and the expiration of the period of Bid validity specified in ITB Clause 3.12. [Period of Validity of Bids] or any extension thereof.
<b>4.5</b>	<b>Bid Opening</b>	4.5.1	The person receiving the Bid Fee and Bid Security shall handover the same to the Convener of the Bids Opening Committee and obtain his signature in the Bids receipt register.
		4.5.2	The Bids Opening Committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
		4.5.3	First, notices marked as ‘WITHDRAWAL’ shall be opened, listed and read out, and the corresponding Technical Bid shall not be opened. No Bid shall be permitted to be withdrawn unless the corresponding withdrawal notice contains a valid authorisation to request the withdrawal and is readout and recorded at Bid opening. If the withdrawal notice is not accompanied by the valid authorisation, the withdrawal shall not be permitted and the corresponding Bid shall be opened.
		4.5.4	The Bids shall be opened by the Bids Opening Committee. The Bids opening procedure as specified on the State e-

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			<p>Procurement Portal shall be followed.</p> <p>The Technical Bids shall be opened online through e-procurement portal.</p> <p>All the bids uploaded upto specified date and time (only for bidders who have submitted the prescribed fees physically to the Procurement Entity) shall be opened ONLINE in the presence of the Bidders or their authorized representatives who choose to be present as per procedure under the Act and Rules. In view of prevalent COVID circumstances the bidders may alternatively choose to witness the electronic bid opening procedure online at eProc website.</p> <p>The Financial Bids will remain unopened until the time of opening of the Technical Bids. The date, time, and place of the opening of Financial Bids will be advised in writing by the Procuring Entity.</p>
		4.5.5	<p>The Bids Opening Committee shall prepare a list of the Bidders or their representatives attending the opening of Bids and obtain their signatures on the same as per procedure under the Act and Rules.</p>
		4.5.6	<p>All the Technical Bids/ Proposals shall be opened one at a time, read out and recorded-</p> <ol style="list-style-type: none"> <li>i. The name of the Bidder;</li> <li>ii. Whether proof of providing Bid Security or Bid Securing Declaration, if required, payment of price of the Bidding Document, user charges or processing fee, where applicable, and other Certificates etc. have been enclosed;</li> <li>iii. Any other details as the Bids Opening Committee may consider appropriate.</li> </ol> <p>After all the Bids have been opened, they shall be initialed and dated on the first page and other important papers of the each Bid by the members of the Bids Opening Committee.</p>
		4.5.7	<p>Only Technical Bids which are read out and recorded at the bid opening shall be considered for evaluation. No Bid shall be</p>

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			rejected at the time of opening of Technical Bids except the late Bids and Bids not accompanied with the proof of payment or instrument of the required price of Bidding Document, processing fee or user charges (in case of e-procurement) and Bid Security.
		4.5.8	The Bids Opening Committee shall prepare a record of opening of Technical Bids as per procedure under the Act and Rules.
		4.5.9	After completion of the evaluation of the Technical Bids, the Procuring Entity shall invite Bidders who have submitted substantially responsive Technical Bids and who have been determined as being qualified to attend the opening of the Financial Bids. The date, time, and location of the opening of Financial Bids will be advised in writing by the Procuring Entity. Bidders shall be given reasonable notice of the date of opening of Financial Bids.
		4.5.10	The Procuring Entity shall notify Bidders in writing whose Technical Bids have been rejected on the grounds of being substantially non-responsive and not qualified in accordance with the requirements of the Bidding Document and return their Financial Bids unopened after signing of the Contract agreement with the successful bidder.
		4.5.11	The Procuring Entity shall conduct the opening of Financial Bids of all Bidders who have qualified in evaluation of Technical Bids, in the presence of Bidders or their representatives who choose to be present at the address, date and time specified by the Procuring Entity. Alternatively, the bidders may also view the financial bid opening status/process online on eProc website.
		4.5.12	All the Financial Bids/cover or bidders shall be opened ONLINE. The process of opening of Financial Bids/covers shall be similar to that of Technical Bids. After all the Bids have been opened, they shall be initialed and dated on the first page of the each Bid by the members of the Bids opening

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			committee. All the pages of the Price Schedule and letters, Bill of Quantities attached shall be initialed and dated by the members of the Committee. Key information such as prices, delivery period, etc. shall be encircled and unfilled spaces in the Bids shall be marked and signed with date by the members of the Bids Opening Committee. The Bids shall be marked accordingly. Alterations/ corrections/ additions/ over-writings shall also be signed to make it clear that such alteration etc. were existing in the Bid at the time of opening.
		4.5.13	The Bids Opening Committee shall prepare a record of opening of Financial Bids that shall include as a minimum: the name of the Bidder and whether there is a withdrawal the Bid Price (per lot, if applicable), any discounts and alternative offers (if they were permitted). The Bidders or their representatives, who are present, shall sign the record. The omission of a Bidder's signature on the record shall not invalidate the contents and effect of the record. The members of the Bids Opening Committee shall also sign the record with date.
<b>5 Evaluation and Comparison of Bids</b>			
<b>5.1</b>	<b>Confidentiality</b>	5.1.1	Information relating to the examination, evaluation, comparison and post-qualification of Bids, and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process until information on Contract award is communicated to all Bidders.
		5.1.2	Any attempt by a Bidder to influence the Procuring Entity in the examination, evaluation, comparison, and post qualification of the Bids or Contract award decisions may result in the rejection of its Bid in addition to the legal action which may be taken by the Procuring Entity under the Act and the Rules.
		5.1.3	Notwithstanding ITB Sub-Clause 5.1.2[Confidentiality], from the time of opening the Bid to the time of Contract award, if any Bidder wishes to contact the Procuring Entity on any

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			matter related to the Bidding process, it should do so in writing.
		5.1.4	In addition to the restrictions specified in section 49 of the Act, the Procuring Entity while procuring a subject matter of such nature which requires the procuring Entity to maintain confidentiality may impose condition for protecting confidentiality of such information.
<b>5.2</b>	<b>Clarification of Technical or Financial Bids</b>	5.2.1	To assist in the examination, evaluation, comparison and qualification of the Technical or Financial Bids, the Bid Evaluation Committee may, at its discretion, ask any Bidder for a clarification regarding its Bid. The Committee's request for clarification and the response of the Bidder shall be in writing.
		5.2.2	Any clarification submitted by a Bidder with regard to his Bid that is not in response to a request by the Bid Evaluation Committee shall not be considered.
		5.2.3	No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetical errors discovered by the Bid Evaluation Committee in the evaluation of the Financial Bids.
		5.2.4	No substantive change to qualification information or to a submission, including changes aimed at making an unqualified Bidder, qualified or an unresponsive submission, responsive shall be sought, offered or permitted.
<b>5.3</b>	<b>Deviations, Reservations and Omissions in Technical or Financial Bids</b>	5.3.1	During the evaluation of Technical or Financial Bids, the following definitions shall apply: <ul style="list-style-type: none"> <li>i. "Deviation" is a departure from the requirements specified in the Bidding Document;</li> <li>ii. "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Bidding Document ; and</li> <li>iii. "Omission" is the failure to submit part or all of the information or documentation required in the Bidding</li> </ul>



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			Document.
<b>5.4</b>	<b>Nonmaterial Nonconformities in Technical or Financial Bids</b>	5.4.1	Provided that a Technical or Financial Bid is substantially responsive, the Procuring Entity may waive any nonconformity (with recorded reasons) in the Bid that does not constitute a material deviation, reservation or omission.
<b>5.5</b>	<b>Correction of Arithmetical Errors in Financial Bid</b>	5.5.1	Provided that a Financial Bid is substantially responsive, the Procuring Entity will correct arithmetical errors during evaluation of Financial Bids in accordance with the Rule No. 64 of the Rules.
		5.5.2	If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited or its Bid Securing Declaration shall be executed.
<b>5.6</b>	<b>Preliminary Examination of Technical or Financial Bids</b>	5.6.1	The Procuring Entity shall examine the Technical or Financial Bids to confirm that all documents and technical documentation requested in ITB Sub-Clause 3.3 [Documents Comprising the Bid] have been provided, and to determine the completeness of each document submitted.
		5.6.2	The Procuring Entity shall confirm, following the opening of the Technical or Financial Bids, that the following documents and information have been provided : <ul style="list-style-type: none"> <li>i Bid is signed, as per the requirements listed in the Bidding Document;</li> <li>ii Bid has been sealed as per instructions provided in the Bidding Document;</li> <li>iii Bid is valid for the period, specified in the Bidding Document;</li> <li>iv Bid is accompanied by Bid Security or Bid Securing Declaration;</li> </ul>

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			<ul style="list-style-type: none"> <li>v Bid is unconditional and the Bidder has agreed to give the required Performance Security;</li> <li>vi. Bid is submitted in the required Bidding Forms as per Section IV [Bidding Forms];</li> <li>vii. Price Schedules in the Financial Bid are in accordance with ITB Clauses 3.4 [Bid Submission Sheets and Price Schedules], and ITB Clause 3.6 [Bid Prices and Discounts] and where permitted, Alternative Bids in terms of ITB Clause 3.5 [Alternative Bids];</li> <li>viii. Written confirmation of authorisation to commit the Bidder;</li> <li>ix. Manufacturer’s Authorisation letter</li> <li>x. Declaration by the Bidder in compliance of Section 7 and 11 of the Act;</li> <li>xi. Other requirements, as specified in the Bidding Document are fulfilled.</li> </ul>
		5.6.3	Tabulation of Technical bids shall be done as per Rule No. 57.
		5.6.4	Tabulation of Financial bids shall be done as per Rule No. 58.
<b>5.7</b>	<b>Responsiveness of Technical or Financial Bids</b>	5.7.1	The Procuring Entity’s determination of the responsiveness of a Technical or Financial Bid is to be based on the contents of the Bid itself, as defined in ITB Clause 3.3 [Documents Comprising the Bid].
		5.7.2	A substantially responsive Technical or Financial Bid is one that meets without material deviation, reservation, or omission to all the terms, conditions, and specifications of the Bidding Document. A material deviation, reservation, or omission is one that:

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			<p>(a) if accepted, would-</p> <ul style="list-style-type: none"> <li>i. affect in any substantial way the scope, quality, or performance of the Goods and Related Services specified in Section V, Schedule of Supply; or</li> <li>ii. limit in any substantial way, inconsistent with the Bidding Document, the Procuring Entity's rights or the Bidder's obligations under the proposed Contract; or</li> </ul> <p>(b) If rectified, would unfairly affect the competitive position of other Bidders presenting substantially responsive Bids.</p>
		5.7.3	The Procuring Entity shall examine the technical aspects of the Bid in particular, to confirm that requirements of Section V, Schedule of Supply have been met without any material deviation or reservation.
		5.7.4	If a Technical or Financial Bid is not substantially responsive to the Bidding Document, it shall be rejected by the Procuring Entity and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.
<b>5.8</b>	<b>Examination of Terms and Conditions of the Technical or Financial Bids</b>	5.8.1	The Procuring Entity shall examine the Bids to confirm that all terms and conditions specified in the GCC and the SCC have been accepted by the Bidder without any material deviation or reservation.
		5.8.2	The Procuring Entity shall evaluate the technical aspects of the Bid submitted in accordance with ITB Clauses 3.3 [Documents Comprising the Bid] and 3.10 [Documents Establishing the Conformity of the Goods and Related Services to the Bidding Document], to confirm that all requirements specified in Section V, Schedule of Supply of the Bidding Document and all amendments or changes requested by the Procuring Entity in accordance with ITB Clause 2.3 [Amendment of Bidding Document], have been met without any material deviation or reservation.

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<b>5.9</b>	<b>Evaluation of Qualification of Bidders in Technical Bids</b>	5.9.1	The determination of qualification of a Bidder in evaluation of Technical Bids shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB Clause 3.11 [Documents Establishing the Qualifications of the Bidder], and in accordance with the qualification criteria indicated in Section III, Evaluation and Qualification Criteria. Factors not included in Section III, shall not be used in the evaluation of the Bidder's qualification.
<b>5.10</b>	<b>Purchase and Quality Preference</b>	5.10.1	Purchase preference as per State Government policy and quality preference to meet the requirement of the quality and standard of research work under the Project shall be given.
<b>5.11</b>	<b>Evaluation of Financial Bids</b>	5.11.1	The Procuring Entity shall evaluate each Financial Bid, the corresponding Technical Bid of which has been determined to be substantially responsive.
		5.11.2	To evaluate a Financial Bid, the Procuring Entity shall only use all the criteria and methodologies defined in this Clause and in Section III, Evaluation and Qualification Criteria. No other criteria or methodology shall be permitted.
		5.11.3	To evaluate a Financial Bid, the Procuring Entity shall consider the following: i. The Bid Price quoted in the Financial Bid; ii. Price adjustment for correction of arithmetical errors in accordance with ITB Clause 5.5. [Correction of Arithmetical Errors]; iii. Price adjustment due to discounts offered, if permitted, in accordance with ITB Sub-Clause 3.6.4 [Bid Prices and Discounts];and iv. Price and/ or purchase preference in accordance with ITB Clause 5.10 [Price and/ or Purchase Preference] v. Price adjustment due to application of all the evaluation criteria specified in Section III [Evaluation and Qualification Criteria]. These criteria may include factors related to the characteristics, performance, and terms and conditions of procurement of the Goods and Related Services which shall be expressed to the extent practicable in monetary terms to facilitate comparison

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			of the Bids, unless otherwise specified in Section III [Evaluation and Qualification Criteria].
		5.11.4	Unless otherwise specified in BDS, the evaluation of the total Price of a Bid shall be the price of delivering the Goods and Related Services at the site(s) or place(s) of delivery specified in Section V [Schedule of Supply], including all taxes and duties payable on them, insurance, transport, loading, unloading, erecting, stacking, testing, commissioning, etc.
<b>5.12</b>	<b>Comparis on of Bids</b>	5.12.1	The Procuring Entity shall compare all substantially responsive Bids to determine the lowest-evaluated Bid, in accordance with ITB Clause 5.11 [Evaluation of Financial Bids].
<b>5.13</b>	<b>Post qualification of the Bidder</b>	5.13.1	The Procuring Entity shall determine to its satisfaction that the Bidder that is selected as the lowest Bidder is qualified to perform the Contract satisfactorily.
<b>5.14</b>	<b>Negotiations</b>	5.14.1	Except in case of procurement by method of single source procurement or procurement by competitive negotiations, to the extent possible, no negotiations shall be conducted after the pre-Bid stage. All clarifications needed to be sought shall be sought in the pre-Bid stage itself.
		5.14.2	Negotiations may, however, be undertaken only with the lowest Bidder under the following circumstances- i. when ring prices have been quoted by the Bidders for the subject matter of procurement; or ii. When the rates quoted vary considerably and considered much higher than the prevailing market rates.
		5.14.3	The Bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.
		5.14.4	The lowest Bidder shall be informed about negotiations in writing either through messenger or by registered letter and e-mail (if available). A minimum time of seven days shall be given for calling negotiations. In case of urgency the Bid Evaluation Committee, after recording reasons, may reduce the time, provided the lowest Bidder has received the intimation and consented to holding of negotiations.

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		5.14.5	Negotiations shall not make the original offer made by the Bidder inoperative. The Bid Evaluation Committee shall have option to consider the original offer in case the Bidder decides to increase rates originally quoted or imposes any new terms or conditions.
		5.14.6	In case of non-satisfactory achievement of rates from lowest Bidder, the Bid Evaluation Committee may choose to make a written counter offer to the lowest Bidder and if this is not accepted by him, the committee may decide to reject and re-invite Bids or to make the same counter-offer first to the second lowest Bidder, then to the third lowest Bidder and so on in the order of their initial standing in the bid evaluation till the counter offer is accepted and supply order may be awarded to the Bidder who accepts the counter-offer.
		5.14.7	In case the rates even after the negotiations are considered very high, fresh Bids shall be invited.
<b>5.15</b>	<b>Procuring Entity's Right to Accept Any Bid, and to Reject Any or All Bids</b>	5.15.1	The Procuring Entity reserves the right to accept or reject any Bid, and to annul the Bidding process and reject all Bids at any time prior to Contract award without assigning any reasons thereof and without thereby incurring any liability to the Bidders.
<b>6. Award of Contract</b>			
<b>6.1</b>	<b>Procuring Entity's Right to Vary Quantities</b>	6.1.1	If the Procuring Entity does not procure any subject matter of procurement or procures less than the quantity specified in the Bidding Document due to change in circumstances, the Bidder shall not be entitled for any claim or compensation except otherwise provided in the Conditions of Contract.
		6.1.2	<b>Repeat order for additional quantities may be placed upto one year.</b> The value of the additional quantities may be upto 50% of the value of goods of the original Contract at the rates and conditions given in the Contract.
<b>6.2</b>	<b>Dividing quantities among more than one Bidder at the time of award</b>	6.2.1	All the quantities of the subject matter of procurement shall be procured from the Bidder whose Bid is accepted.

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6.3	Acceptance of the successful Bid and award of contract	6.3.1	The Procuring Entity after considering the recommendations of the Bid Evaluation Committee and the conditions of Bid, if any, financial implications, samples, test reports, etc., shall accept or reject the successful Bid.
		6.3.2	Before award of the Contract, the Procuring Entity shall ensure that the price of successful Bid is reasonable and consistent with the required quality.
		6.3.3	A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.
		6.3.4	The Procuring Entity shall award the contract to the Bidder whose offer has been determined to be the lowest in accordance with the evaluation criteria set out in Section III, Evaluation and Qualification Criteria and if the Bidder has been determined to be qualified to perform the contract satisfactorily.
		6.3.5	Prior to the expiration of the period of validity of Bid, the Procuring Entity shall inform the successful Bidder in writing, by registered post or email, that its Bid has been accepted.
		6.3.6	If the issuance of formal letter of acceptance (LOA) is likely to take time, in the meanwhile a Letter of Intent (LOI) may be sent to the successful Bidder. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by email (if available) to the address of the successful Bidder given in its Bid.
6.4	Signing of Contract	6.4.1	In the written intimation of acceptance of its Bid sent to the successful Bidder, it shall also be asked to execute an agreement in the format given in the Bidding Document on a <b>non-judicial stamp of</b> requisite value at his cost and deposit the amount of Performance Security or a Performance Security Declaration, as applicable, within a period of 07 days from the date on which the LOA or LOI is dispatched to the Bidder. Until a formal contract is executed, LOA or LOI shall constitute a binding contract.
		6.4.2	If the Bidder whose Bid has been accepted, fails to sign a written procurement contract or fails to furnish the required Performance Security or Performance Security Declaration as the case may be, within the specified time period, the

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			Procuring Entity shall forfeit the Bid Security of the successful bidder/ execute the Bid Securing Declaration and take required action against it as per the provisions of the Act and the Rules.
		6.4.3	The Bid Security and samples, if any, of the Bidders who's Bids could not be accepted shall be refunded/ returned soon after the contract with the successful Bidder is signed and his Performance Security is obtained.
<b>6.5</b>	<b>Performance Security</b>	6.5.1	Performance Security shall be solicited from the successful Bidder except University the State Government and undertakings, corporations, autonomous bodies, registered societies, co-operative societies which are owned, controlled or managed by the State Government and undertakings of Central Government. However, a Performance Security Declaration shall be taken from them. The Procurement Entity may relax the provision of Performance Security in particular procurement. <b>The Bidder should submit Agreement on non Judicial stamp of Rs. 500 of the order value.</b>
		6.5.2	The amount of Performance Security shall be 5% of the amount of the supply order. In case of Small Scale Industries of Rajasthan it shall be 1% of the amount of quantity ordered for supply of Goods and in case of sick industries, other than Small Scale Industries, whose cases are pending before the Board of Industrial and Financial Reconstruction (BIFR), it shall be two percent of the amount of supply order. The currency of Performance Security shall be Indian Rupees.
		6.5.3	<b>Performance Security 5% of the Supply Order shall be furnished in form as decided by the Procuring Entity.</b>
		6.5.5	Failure of the successful Bidder to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security. In that event the Procuring Entity may either cancel the procurement process or if deemed appropriate, award the Contract at the rates of the lowest Bidder, to the next lowest evaluated qualified Bidder.



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		6.5.6	The amount of Performance Security in full or part shall be forfeited in accordance with the Act and the Rules. In case of forfeiture of performance security, the decision of the Procuring Entity in this regard shall be final. Notice of reasonable time will be given.
<b>7. Grievance Handling Procedure during Procurement Process (Appeals)</b>			
<b>7.1</b>	<b>Grievance handling procedure during procurement process</b>	7.1.1	Any grievance of a Bidder pertaining to the procurement process shall be by way of filing an appeal to the First or Second Appellate Authority, as the case may be, as specified in the BDS, in accordance with the provisions of chapter III of the Act and chapter VII of the Rules and as given in <b>Appendix B</b> to these ITB.

**APPENDIX A**  
**Instructions for Online Bid submission**

- 1) The Bids shall be submitted online through the eProcurement Portal at [www.eproc.rajasthan.gov.in](http://www.eproc.rajasthan.gov.in)
- 2) Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
- 3) Bidder should do the enrollment in the e-Procurement site using the “Online Bidder Enrollment” option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractor/bidders through email id provided.
- 4) Bidder need to login to the site through their user ID/password chosen during enrollment/registration.
- 5) Then the Digital Signature Certificate (Class II or Class III certificate with signing key usage) issued by SIFY/TCS/Code/ eMudra or any Certifying Authority recognized by CCA India on eToken / Smart Card, should be registered.
- 6) The DSC that is registered only should be used by the bidder and should ensure safety of the same.
- 7) Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
- 8) After downloading/getting the tender document/schedules, the Bidder should go through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
- 9) If there are any clarifications, this may be obtained online from Procuring Entity through e-mail at [dcc@mlsu.ac.in](mailto:dcc@mlsu.ac.in) Bidder should take into account the corrigendum published before submitting the bids online.
- 10) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the ‘any tenders’ folder.
- 11) From my tender folder, he selects the tender to view all the details indicated.

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- 12) It is constructed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- 13) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However, of the file size is less than 1 MB the transaction uploading time will be very fast.
- 14) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under my space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 15) Bidder should submit the Bid Fee/Bid Security as specified in the tender. The original should be posted/couriered/given in person to the Procuring Entity, as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
- 16) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
- 17) The bidder has to select the payment option as offline to pay the Bid Fee/Processing Fee/ Bid Security as applicable and enter details of the instruments.
- 18) The details of DD/ any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.
- 19) The bidders have to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any

- exception and have understood the entire document and are clear about the requirements of the tender requirements.
- 20) The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
  - 21) **If the price bid format is provided in a spread sheet file like BoQ\_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template must not be modified /replaced by the bidder; else the bid submitted is liable to be rejected for this tender.**
  - 22) The bidders shall submit the bids through online e-tendering system to the Procuring Entity (PE) well before the bid submission end date & time (as per Server System Clock). The PE will not be held responsible for any sort of delay or the difficulties faced during the submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
  - 23) After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
  - 24) The time setting fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
  - 25) All the data being entered by the bidders would be encrypted using PKI encrypted techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
  - 26) Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/ bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

## Appendix B

### Grievance Handling Procedure during Procurement Process (Appeals)

#### (1) Filing an appeal

- (a) If any Bidder or prospective Bidder is aggrieved that any decision, action or omission of the Procuring Entity is in contravention to the provisions of the Act or the Rules or the Guidelines issued there under, he may file an appeal to the First Appellate Authority as specified in the Bid Data Sheet, within a period of ten days from the date of such decision, action, or omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:

Provided that after the declaration of a Bidder as successful in terms of section 27 of the Act, the appeal may be filed only by a Bidder who has participated in procurement proceedings:

Provided further that in case a Procuring Entity evaluates the Technical Bid before the opening of the Financial Bid, an appeal related to the matter of Financial Bid may be filed only by a Bidder whose Technical Bid is found to be acceptable.

- (b) After hearing the parties, the First Appellate Authority shall dispose of the appeal and pass an order within a period of 30 days of the date filing of the appeal.
- (c) If the First Appellate Authority fails to dispose of the appeal within the period 30 days of the date of filing the appeal or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed by the First Appellate Authority, the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to the Second Appellate Authority as specified in the Bid Data Sheet, within fifteen days. The Second Appellate Authority, after hearing the parties, shall dispose of the appeal and pass an order within a period of 30 days which shall be final and binding on the parties. If the Second Appellate Authority is unable to dispose of the appeal within the aforesaid period, he shall record reason for the same.

#### (2) Appeal not to lie in certain cases

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely

- (a) determination of need of procurement;
- (b) provisions limiting participation of Bidders in the bidding process;
- (c) the decision of whether or not to enter into negotiations;
- (d) cancellation of a procurement process;

- (e) Applicability of the provisions of confidentiality.

**(2) Form and procedure of filing an appeal**

- (a) An appeal shall be in the annexed Form (*Annexure I*) along with as many copies as there are respondents in the appeal.
- (b) Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- (c) Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorized representative.

**(3) Fee for filing appeal**

- (a) Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
- (b) The fee shall be paid in the form of bank demand draft or banker's Cheque of a Scheduled Bank in India payable in the name of Appellate Authority concerned.

**(4) Procedure for disposal of appeals**

- (a) The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
- (b) On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-
- (i) hear all the parties to appeal present before him; and
- (ii) Peruse or inspect documents, relevant records or copies thereof relating to the matter.
- (c) After hearing the parties, perusal or inspection of documents and relevant records or copies

**Annexure 1**

[See Rule83]

**Memorandum of Appeal under the Rajasthan Transparency in Public Procurement Act, 2012**

Appeal No .....of .....Before the ..... (First / Second Appellate Authority)

1. Particulars of appellant:

- (i) Name of the appellant:
- (ii) Official address, if any:
- (iii) Residential address:

2. Name address of the respondent(s):

- (i)
- (ii)
- (iii)

3. Number and date of the order appealed against and name and designation of the officer /authority who passed the order (enclose copy), or a statement of a decision, action or omission of the Procuring Entity in contravention to the provisions of the Act by which the appellant is aggrieved:

.....

4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative:

.....

5. Number of affidavits and documents enclosed with the appeal:

6. Grounds of appeal:

.....  
.....(Supported by an affidavit)

7. Prayer:

.....  
.....

Place .....

Date .....

Appellant's Signature

## Section II: Bid Data Sheet

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<b>1.</b>	<b>General Facts/Clarifications</b>
ITB 1.1.1	The number of the Notice Inviting Bids is No. <b>CS/VB/MLSU/RUSA/2024-25/159 Dated-29/01/2025</b> . The Procuring Entity is Director, University Computer Centre, Mohanlal Sukhadia University, Udaipur
ITB 1.2.1	The expenditure on this subject matter of procurement will be met by budgetary funds for projects, RUSA 2.0 to PIs from department of Mohanlal Sukhadia University.
ITB 1.4.1	Joint Venture / Consortium will not be allowed.
ITB 1.5.5	The authorization from the Manufacturer of the Goods that the Bidder has been duly authorized to supply the Goods indicated in its Bid is required
<b>2.</b>	<b>Bidding Document</b>
ITB 2.1.3	The price of the Bidding Document is rupees 2000/-.
ITB 2.2.1	For <b>clarification purposes only</b> , the address of the Procuring Entity is: <i>Director, University Computer Centre, Mohanlal Sukhadia University, Udaipur – 313001 (Rajasthan)</i> Mobile No. 0294-2471370 E- mail: <a href="mailto:dcc@mlsu.ac.in">dcc@mlsu.ac.in</a>
ITB 2.2.2	Pre-Bid Conference can be held as per requirement, information for which would be given separately.
<b>3.</b>	<b>Preparation of Bids</b>
ITB 3.2.1	The language of the Bid is <b>English</b> .
ITB 3.3.1	<b><u>The Bid shall comprise of one Technical Bid (Form No. 1 along with enclosures, Form No. 2 &amp; 3 together), and one Financial Bid (Form No. 4 &amp; 5).</u></b>
ITB 3.3.2	<b><u>The Bidder shall upload with its Technical Bid the following documents: Evaluation and Qualification Criteria Form No. 1 along with Annexure and Form No. 6,7,8 &amp;9, and Form No. 2 &amp; 3 all to be put in one cover.</u></b>
ITB 3.3.3	<b><u>The Bidder shall upload with its Financial Bid the following documents: Form No. 4 &amp;BOQ in excel format (Sample given in Form No. 5) in another</u></b>

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	<u><b>cover.</b></u>
ITB 3.5.1	Alternative Bid is not permitted
ITB 3.6.4	Discounts on award of combination of lots can be offered.
ITB 3.6.5	Prices quoted shall be individual item-wise. This shall not in any way limit the Procuring Entity's to contract on any combination of the items. <b>The total price quoted shall be F.O.R. at concerned Department of Mohanlal Sukhadia University, Udaipur excluding GST.</b>
ITB 3.6.6	The prices quoted shall be fixed during the period of Rate Contract.
ITB 3.7.1	The currency of the Bid shall be Indian Rupees.
ITB 3.13	<b>The Bid validity period shall be up to one year.</b> Bid Security is required. The Bid Security shall be 2 % of the estimated cost for every individually which can be clubbed for the items being quoted for Bid Security purpose.
ITB 3.14.1	In addition to the original Bid no additional copy is required.
ITB 3.14.2	The written confirmation of Authorization shall be signed on the letter head of the bidder etc.
<b>4.</b>	<b>Submission and Opening of Bids</b>
ITB 4.1.1	For <b>Bid Fee and Bid Security submission purposes only</b> , the address of the Procuring Entity is:  <i>Director, University Computer Centre, Mohanlal Sukhadia University, Udaipur – 313001 (Rajasthan)</i>  Mobile No. 0294-2471370 E- mail: <a href="mailto:dcc@mlsu.ac.in">dcc@mlsu.ac.in</a>
ITB 4.2.1	The deadline for downloading the hard copy of the NIB is <b>10.02.2025, 05:00PM.</b> <b>The deadline for Bid Submission is 10.02.2025, 05:00 PM</b>
ITB 4.5.1	The Bid Opening shall take place in  University Computer Science, Vigyan Bhawan Block-A Mohanlal Sukhadia University, Udaipur (Raj)

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<b>5.</b>	<b>Evaluation and Comparison of Bids</b>
ITB 5.10.1	The purchase preference and the quality and standard preference shall be given to meet the quality and standards of the research work.
<b>6.</b>	<b>Award of Contract</b>
ITB 6.2.1	Whether the quantity of individual items can be divided among more than one bidders at the price and conditions of the lowest evaluated Bid: <b>Yes</b>
ITB 6.4.1	The period for signing the contract agreement from the receipt of Letter of Intent (LOI) is 10 days.
ITB 6.5.2	The Performance Security shall be 5% of the Supply Order (including taxes) and shall be furnished by the time as decided by the Procuring Entity.
<b>7.</b>	<b>Grievance handling procedure during Procurement Process</b>
ITB 7.1.1	(a) The Designation and complete Address of First Appellate Authority: <b>Director, University Computer Centre, MLSU, Udaipur</b> (b) The Designation and complete Address of Second Appellate Authority: <b>Comptroller, MLSU, Udaipur</b>

## Section III: Evaluation and Qualification Criteria

S. No.	Evaluation Parameter	Max Marks	Supporting Documents
1	Bidder's Average Turn Over from IT / ITeS the last three financial years (i.e. FY 2021-22, -23 and 2023-24) • >= 30 Cr :20 Marks • >= 20 Cr and <30 Cr :15 Marks • >= 10 Cr and <20 Cr :10 Marks Additional 10 Marks if the bidder has minimum average turnover of Rs. 10 Cr from Software Development (Excluding Hardware & Manpower Sales & Services) for the last three financial years (i.e. FY 2021-22, 2022- 23 and 2023-24)	30	Turnover Certificate from statutory auditors alongwith audited balance sheets.
2	Bidder should have successfully implemented or implementing at least 2 projects having LMS Solution/eLearning Content for any State Government Organization/ Central Govt/Public Sector Units during last 10 financial years.	20	Valid copy of Work Order and letter from client affirming that the project has been implemented/being implemented.
3	Bidder should have successfully implemented or implementing an E- Governance Solution of any application for State Government Organization/ Central Govt/Public Sector Units during last 10 years with minimum project value of 40 Lakhs. At-least 2 Projects – 5 Marks >3 and <=5 projects – 10 Marks >5 Projects = 20 Marks	20	Valid copy of Work Order and letter from client/Self-Certificate certified by Statutory Auditor affirming that the project has been implemented/being implemented.
4	FRS Compliance: >60% - 75% = 2 Marks >75% - 80% = 5 Marks >80% = 10 Marks Available: - 1 Points Needs Customization: - 0.5 Points New Development: - 0 Points <i>Example: Say 200 Line items in FRS  then, calculation would be done as  under:</i>	10	FRS Compliance Sheet

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	<p><i>If Available Line Items – 110</i>  <i>If Needs Customization – 40</i>  <i>If New Development – 50</i>  <i>Then, 110x1.0 + 40x0.5 + 50x0.0 =</i>  <i>130 Points out of 200 Points</i>  <i>The bidder will have 65% FRS</i>  <i>Compliance and will get 2 Marks.</i></p>		
5	<p>Technical Proposal, Presentation and Functional Demonstration</p> <p><b>1. Understanding of the scope of the project, Project Approach &amp; project Plan – 10 Marks</b></p> <p><b>2. Functional Demonstration – 10 Marks</b></p>	20	Technical Solution Document and Demonstration

**Evaluation of the bids under QCBS Method**

- Each Eligible Bidder would be given Technical Marks (TM) based on above evaluation.
- All Bidders would be ranked T1, T2 & so on, based on the technical marks (TM) scored by them.
- Only those bidders scoring more than 60 marks would qualify for commercial Bid opening. 70 percent weightage will be given to technical score and 30 percent weightage will be for financial score. Evaluation will be done using Quality cum Cost based Selection (QCBS) Method.
- Under the QCBS, the Technical Score (TS), will be allotted weightage of 70% (Maximum Marks = 100) and the Financial Score (FS) will be allotted weightage of 30% (Maximum Marks = 100).
- The Financial Score (FS) of the bidder shall be calculated with the lowest Financial Quote shall be given 100 points and all other bidders will be marked proportionately. The Financial Score (FS) of the financial proposals of the other bidders will be computed as per formula below:

Financial Score “FS (Bidder A)” = 100 x FM / FQ (Bidder A),

In which FS is the Financial Score; FM is the lowest Financial Quote; FQ is the Financial Quote of the proposal under consideration.

- Final score for all technically qualified bidders will be computed using the following formula:

Final Score = 0.7 x Technical Score + 0.3 x Financial Score

- The Technically Qualified Bidder who has the highest score based on QCBS as specified in above clause shall be declared as the “Preferred Bidder”.

**Statement of Work**

Design and Development, installation, configuration, customization, integration and testing of the LMS Application for all the modules mentioned in the RFP.

Facilitate MLSU in the estimation of the requirements for all user computing

infrastructure comprising software, and help in the installation, configuration and commissioning of the same as and when required. Handholding Support of the entire LMS Solution including Application for a period of 1Month from the date of final location "Go-Live".

## Scope of Work

The following outlines the areas of scope of work and the selected bidder will perform the following primary tasks –

- Provide Centralized LMS Solution for Mohanlal Sukhadia University as per FRS in Annexure A.
- Provide Implementation Support Manpower Services at University level for a period of 2Months.
- Provide handholding support for a period of 1month.

## Detailed Scope of Work

The detailed scope of work for the successful bidder during the period of contract/engagement would include: -

### *Provide Centralized LMS Solution*

- a. The Successful bidder will be responsible to provide Centralized LMS Solution for MLSU Udaipur.
- b. The Successful bidder will be responsible for Configuration & Implementation of LMS Solution consisting of following modules/processes:
  - User Management
  - Course Management
  - Content Management
  - Assessment and Feedback
  - Communication Tools
  - Analytics and Reporting
  - Integration Capabilities
  - Accessibility
  - Scalability and Performance

The detailed functional requirement specifications of above processes are mentioned in Annexure 7. The bidder has to provide the compliance for the same.

### *Implementation Support Manpower*

**The successful Bidder shall ensure the deployment of the following minimum manpower at the MLSU/Bidder's location for the duration of the contract, which is 2 months from the date of agreement/work order, to provide implementation support and ensure smooth execution of the project."**

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S. No.	Position	Qty	Qualification & Responsibilities
1	Project Manager	1	<ul style="list-style-type: none"> <li>Education: B. Tech / B.E./MBA</li> </ul> <p align="center"><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>Create Oversee project task backlog, manage timelines and deliverables and keep providing weekly status Report</li> <li>Act as the primary point of contact with MLSU PoC and must be available for discussions/clarification within MLSU at an hour</li> <li>Min experience of 3 LMS Project Management</li> </ul>
2	Business Analyst	1	<ul style="list-style-type: none"> <li>Education: BE/ B.Tech / MCA</li> </ul> <p align="center"><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>Gather and document requirements</li> <li>Liaise between MLSU stakeholders and the development team</li> <li>Min experience of one LMS Requirements analysis</li> </ul>
3	UI/UX Designer	1	<ul style="list-style-type: none"> <li>Education: BE/ B.Tech / MCA</li> </ul> <p align="center"><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>Design intuitive and user-friendly interfaces <ul style="list-style-type: none"> <li>Create prototypes and wireframes</li> </ul> </li> <li>Min experience of one LMS Design</li> </ul>
4	Frontend Developers	2	<ul style="list-style-type: none"> <li>Education: Graduate/BE/ B.Tech / MCA</li> </ul> <p align="center"><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>Develop user-facing web interface and features as listed in requirements <ul style="list-style-type: none"> <li>Ensure responsiveness and accessibility</li> </ul> </li> <li>Min experience of one LMS Development</li> </ul>
5	Backend Developers	2	<ul style="list-style-type: none"> <li>Education: Graduate/BE/ B.Tech / MCA</li> </ul> <p align="center"><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>Develop core functionalities and server-side logic</li> <li>Ensure seamless integration with databases and APIs</li> </ul>
6	Quality Assurance (QA) Engineers	1	<ul style="list-style-type: none"> <li>Education: Graduate/BE/ B.Tech / MCA</li> </ul> <p align="center"><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>Conduct functional, performance, and security testing <ul style="list-style-type: none"> <li>Report and track bugs</li> </ul> </li> </ul>
7	System Administrator/DevOps Engineer	1	<ul style="list-style-type: none"> <li>Education: Graduate/BE/ B.Tech / MCA</li> </ul> <p align="center"><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>Set up and maintain LMS servers at MLSU Server <ul style="list-style-type: none"> <li>Ensure system scalability and reliability.</li> </ul> </li> <li>Provision System performance dashboard to manage API and system components</li> <li>Experience of Cloud native deployment with Docker and Kubernetes</li> </ul>
8	Maintenance and Support Specialist	1	<ul style="list-style-type: none"> <li>Education: Graduate/BE/ B.Tech / MCA</li> </ul> <p align="center"><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>Provide ongoing technical support</li> <li>Implement updates and fixes post-deployment</li> </ul>

- The above resources are the minimum requirement to implement LMS Application at MLSU/Bidder's Location.

*Hosting Infrastructure for LMS Application*

- a. The Successful Bidder will be responsible for hosting of LMS Solution on premise Server provided by MLSU.
- b. The entire application shall be deployed on the server. The Successful Bidder shall be responsible for the following:
  - **Sizing, Installation, and Deployment:** Ensure appropriate sizing, installation, and deployment of all components of the LMS solution on the server provided by MLSU.
  - **Handholding Support:** Provide handholding support services for 1 month.



## Section IV: Bidding Forms

### Contents

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**FORM NO. 1**  
**TECHNICAL BID FORM**  
**To be filled up by Bidders**

<b>SECTION 1: INFORMATION</b>				<b>Yes</b>	<b>No</b>
1	Name of the Supply	:			
2	Name, Address, Mobile No. and E- mail ID of the Bidder	:			
3	Title of the Company	:			
4	Category (Individual/ State/ Autonomous)	:			
5	PAN No.	:			
6	Details of Bid Fee, Bid Security and Processing Fee (copy to be attached)	:			
<b>SECTION 2: ELIGIBILITY CHECKLIST</b>					
1	The bidder should be a registered company in India, registered under Companies Act 1956 or 2013 and should be in existence for more than 7 years.	:	Submit Certificate of Registration of the company		
2	The average turnover of the bidder should be minimum of INR 10 crores from IT/ITES during the last three financial years 2021-2022, 2022-2023, 2023-24.	:	Submit the audited balance sheets and Profit and Loss accounts for the same for each of the financial year as mentioned above or the certified copies of the balance sheet and profit and loss account for above years from the firm of chartered accountant or statutory auditors.		
3	The bidder should have experience in successfully developing and implementing	:	Copies of Work Order+Work completion /		

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	at least one project having Learning Management System/LMS/EMS/Learning Content with value not less than INR 20 Lakhs during last 10 Years (2014-2024) for any Government Department/Organization/PSUs/University.		Phase Completion report from client/Satisfactory Certificate from Client		
4	The bidder should also have experience in successful developing and implementing at least three e-Governance projects of value not less than INR 40 lakhs each for Government or Semi Government bodies/PSUs during the last 10 years (2014-2024) covering minimum 5 technical manpower deployment.	:	Copies of Work Order+Work completion / Phase Completion report from client /Satisfactory Certificate from Client		
5	Bidder should have the following certificates which should be valid as on the date of bid submission: ISO 9001:2015	:	Copy of Valid Certificate attested by the authorized signatory.		
6	The bidder should have a registered number of a) Income Tax / PAN number b) GSTN where his business is located	:	Copies of relevant certificates of registration		
7	Bidder should: - a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons; b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; c) Not have a conflict of interest in the procurement in question as specified in the	:	Submit an undertaking on non judicial stamp Rs.100		

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	bidding document. d) Comply with the code of integrity as specified in the bidding document.				
8	The bidder should have office in Rajasthan.	:	Submit the details of the office in Rajasthan		
9	The bidder should have minimum of 50+ Technical employees on their payroll as on bid submission date to ensure that enough expertise and technical pool is available to develop the system.	:	HR Declaration need to be submitted		
13	Form 1 to Form 9				

**Self-Attestation**

I,.....S/O.....

Resident of.....

Aged .....years do hereby solemnly declare that the facts furnished and the documents attached are genuine documents and true and correct. No fact/ document is either concealed or misrepresented to the best of my knowledge and belief.

**Date:**

**Place:**

**Signature of Bidder**

**(With Seal)**

**Form No. 2**

**Technical Proposal Covering Letter**

{Place}

{Date}

To

.....  
.....

Ref: **CS/VB/MLSU/RUSA/2024-25/159 Dated-29/01/2025.**

Subject: Submission of Technical proposal in response to the RFP for “Selection of bidder for “the implementation of the project “Learning Management System” for MLSU Udaipur”

Dear Sir,

We, the undersigned, offer to provide the services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date].

Our attached Technical Proposal is based on our full understanding of scope of work and services and other requirements as mentioned in RFP of the project requirements of implementing the project“ Learning Management System”.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

FORM NO. 3

**TECHNICAL BID**

To: *Director, University Computer Centre, Mohanlal Sukhadia University, Udaipur - 313001*

Name of Work: ***Request for Proposal for Implementation of Learning Management System (LMS)***

Name of Supplier: .....

(The **Bidder must write Yes/No against each or** Any deviation may be mentioned explicitly)

- Bidder shall depute the following minimum manpower in MLSU/Bidder's location to provide implementation support for entire contract period i.e. 2months from date of agreement/work order.

S. No.	Item & Specification	Qty.	Quantity	Compliance	Deviation, if any
1	Project Manager	1	<ul style="list-style-type: none"> <li>• Education: B. Tech / B.E./MBA</li> </ul> <b>Responsibilities:</b> <ul style="list-style-type: none"> <li>• Create Oversee project task backlog, manage timelines and deliverables and keep providing weekly status Report</li> <li>• Act as the primary point of contact with MLSU PoC and must be available for discussions/clarification within MLSU at an hour</li> <li>• Min experience of 3 LMS Project Management</li> </ul>		
2	Business Analyst	1	<ul style="list-style-type: none"> <li>• Education: BE/ B.Tech / MCA</li> </ul> <b>Responsibilities:</b> <ul style="list-style-type: none"> <li>• Gather and document requirements</li> <li>• Liaise between MLSU stakeholders and the development team</li> <li>• Min experience of one LMS Requirements analysis</li> </ul>		

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3	UI/UX Designer	1	<ul style="list-style-type: none"> <li>Education: BE/ B.Tech / MCA</li> </ul> <b>Responsibilities:</b> <ul style="list-style-type: none"> <li>Design intuitive and user-friendly interfaces</li> <li>Create prototypes and wireframes</li> <li>Min experience of one LMS Design</li> </ul>		
4	Frontend Developers	2	<ul style="list-style-type: none"> <li>Education: Graduate/BE/ B.Tech / MCA</li> </ul> <b>Responsibilities:</b> <ul style="list-style-type: none"> <li>Develop user-facing web interface and features as listed in requirements</li> <li>Ensure responsiveness and accessibility</li> <li>Min experience of one LMS Development</li> </ul>		
5	Backend Developers	2	<ul style="list-style-type: none"> <li>Education: Graduate/BE/ B.Tech / MCA</li> </ul> <b>Responsibilities:</b> <ul style="list-style-type: none"> <li>Develop core functionalities and server-side logic</li> <li>Ensure seamless integration with databases and APIs</li> </ul>		
6	Quality Assurance (QA) Engineers	1	<ul style="list-style-type: none"> <li>Education: Graduate/BE/ B.Tech / MCA</li> </ul> <b>Responsibilities:</b> <ul style="list-style-type: none"> <li>Conduct functional, performance, and security testing</li> <li>Report and track bugs</li> </ul>		
7	System Administrator/Dev Ops Engineer	1	<ul style="list-style-type: none"> <li>Education: Graduate/BE/ B.Tech / MCA</li> </ul> <b>Responsibilities:</b> <ul style="list-style-type: none"> <li>Set up and maintain LMS servers at MLSU Server</li> <li>Ensure system scalability and reliability.</li> <li>Provision System performance dashboard to manage API and</li> </ul>		

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			system components • Experience of Cloud native deployment with Docker and Kubernetes		
8	Maintenance and Support Specialist	1	• Education: Graduate/BE/ B.Tech / MCA <b>Responsibilities:</b> • Provide ongoing technical support • Implement updates and fixes post-deployment		

**Note:** The above resources are the minimum requirement to implement LMS Application at MLSU/Bidder's Location.



**FORM NO. 4**

**Format: Financial Proposal Covering Letter**

{Place}

{Date}

To

.....  
.....

**Ref: CS/VB/MLSU/RUSA/2024-25/159 Dated-29/01/2025.**

Subject: Submission of Proposal in response to the RFP for “Selection of bidder for “the implementation of the project “Learning Management System” for MLSU Udaipur”

Dear Sir,

We, the undersigned, offer to provide the services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal for is for the sum of [Insert amount(s) in words and figures]. This amount is inclusive of taxes.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

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**FORM NO. 5**

**SAMPLE FORMAT OF BOQ (FINANCIAL BID)**

**IMPORTANT: Bidders are requested to Bid their rates in [BOQ\\_xx.xls](#) available with E-tender at [eproc.rajasthan.gov.in](http://eproc.rajasthan.gov.in)**

Tender Inviting Authority: *Director, University Computer Centre, Mohanlal Sukhadia University, Udaipur – 313001*

Name of Work: ***Request for Proposal for Implementation of Learning Management System (LMS)***

Contract No: **CS/VB/MLSU/RUSA/2024-25/159 Dated-29/01/2025**

Name of the Bidder/ Bidding Firm/ Company:

**PRICE SCHEDULE**

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

S . N o	Item Description	Quantity (Number of Professionals for 2 months)	Units (2 Months)	Unit Rate in INR (incl. all incidental charges but excl.GST) to be entered by the Bidder Rs. P	Amount of taxes to be entered by the Bidder as per quantity Rs. P	Total Price including all taxes (F.O.R Udaipur ) (A+B) Rs. P	TOTAL AMOUNT In Words
1	2	4	5	13	53	55	
1	Project Manager	1x2	2				
2	Business Analyst	1x2	2				
3	UI/UX Designer	1x2	2				
4	Front End Developers	2x2	2				

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5	Back End Developers	2x2	2				
6	Quality Assurance (QA) Engineers	1x2	2				
7	System Administrator/ DevOps Engineer	1x2	2				
8	Maintenance and Support Specialist	1x2	2				
Total in Figures							
Quoted Rate in words							

**Note: The successful Bidder shall ensure the deployment of the following minimum manpower at the MLSU/Bidder's location for the duration of the contract, which is 2 months from the date of agreement/work order, to provide implementation support and ensure smooth execution of the project."**

**FORM NO. 6**  
**Covering letter with the Proposal in response to RFP Notice**  
(To be submitted on the Letterhead of the responding firm)

{Place}

{Date}

To

.....  
.....

**Ref:** RFP for selection of bidder for “the implementation of the project “Learning Management System” RFP no **CS/VB/MLSU/RUSA/2024-25/159 Dated-29/01/2025**

**Subject:** Submission of proposal in response to the RFP for “the implementation of the project “Learning Management System”.

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your **XXXXX dated XXXX**. for **the implementation of the project “Learning Management System”**, in full conformity with the said RFP document. We have read the provisions of the RFP document and confirm that these are acceptable to us.
2. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
3. We are the authorized agents of the manufacturers of the networking equipment proposed in our solution. We are also equipped with adequate maintenance and service facilities within India for supporting the offered equipment.
4. In the event of acceptance of our bid, we do hereby undertake: -
  - To supply the equipment and commence services as stipulated in the schedule of delivery forming a part of the attached technical bid.
  - We affirm that the prices quoted are inclusive of delivery, installation and commissioning charges and all sales/service taxes. (Octroi and any local levies will be charged on actual on submission of proof of remittance).
5. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of **90 days** from the date of issuing the Work order.

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6. The EMD submitted by us may be en-cashed / revoked if we do not submit the requisite Performance Bank Guarantee within 30 days of award of contract for “the implementation of the project “Learning Management System”.
  7. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
  8. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
  9. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
  10. We understand you are not bound to shortlist / accept any proposal you receive.
- Please find enclosed details of our company in the format as given in Annexure-2

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[FIRM'S NAME]

Signature of Authorized Signatory and Seal of the bidder

Name:

Title:

Date:

**FORM NO. 7**  
**Details of the Responding Firm**

Sr.No.	Particulars	Details to be Furnished
<b>1</b>	<b>Details of the Responding Firm (In case of consortium both parties has to submit the same)</b>	
	Name	
	Address Corporate Office, Local Office	
	Telephone	
	Fax	
	Website	
	e-Mail	
<b>2</b>	<b>Details of the Authorized person for the bid</b>	
	Name	
	Designation	
	Telephone	
	Fax	
<b>3</b>	<b>Status of the firm/Company (Public /Pvt. Ltd.)</b>	
	Details of Registration	
	ROC Ref No	
	Date	
<b>4</b>	<b>Number of Professionals (On the rolls of the firm) providing managed services</b>	

**Form 8**  
**Service Level Agreements**

Sr. No.	Service Parameter	Service level	Measurement Metrics	Penalty
	<b>Project Implementation SLAs:</b>			
	<b>Quality of Work</b>			
	Correctness of Delivery	Delivery of application software (with respect to functionality) at the Go-Live Phase, as defined in the Milestones have to be submitted First-Time-Right (with least errors/defects/bugs), as defined below: <b>Level 1 errors/defects/bugs</b> would be defined as the ones which have the greatest business impact wherein the user is not able to perform his/her regular work, or the output from the system is not as per the requirement. <b>Level 2 errors/defects/bugs</b> would be defined as the ones which have medium business impact where in the user is partially able to perform his/her regular Work. The required service level for the Application software correctness is: a) No Level 1	To be measured in number of Errors/defects/bugs for each of the deliverables as defined in the Milestones Chart.	Occurrence of errors/defects/bugs would attract a penalty per defect as per the following – For Level 1= INR 15,000 For Level 2=INR 5,000. The number of Errors/defects/bugs in the resubmitted deliverables would also be measured for the penalty. There submitted deliverables shall have to follow the revised timelines. Failure to do so shall attract delay penalties at clause 1 above.  The penalty shall be deducted / adjusted from their pay outs.

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		<p>errors/defects/bugs in the complete application software.</p> <p>b) May have a maximum of 3(three) Level 2 errors/defects/bugs in an application module.</p>		
		<b>Post Implementation Level SLAs</b>		
		<b>penalties for Operational Level SLAs shall be capped to a maximum of 10% of the total Pay out for that particular phase.</b>		
	LMS application Service availability at Data Center	The availability of all LMS application services at Cloud Data Center should be greater than 99.98% in a month excluding the scheduled maintenance time.	Analysis of event logs performed. Bidder shall ensure that all relevant events are logged and such logs are made accessible to the Client or Concerned Department for review / report. End to end loop back mechanisms must be established for checking the availability of services. Non-availability of even one of the agreed services would amount to no service available for the purpose of this SLA and thus breach	<p>Slab1: Application availability - 99.00 % to 99.98%</p> <p>Slab 2: Application availability - 99% to 97.00%</p> <p>Slab 3: Application availability below 97.00%</p> <p>Penalty –</p> <p>Slab 1: 0.5%</p> <p>Slab 2: 1%</p> <p>Slab 3: 2%</p>



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	<p>LMS Application Response Time</p>	<p>The average application response time for users (time taken for loading of a web page) should not exceed</p> <ul style="list-style-type: none"> <li>i. 3x Sec for Portal home page</li> <li>ii. 4x sec for forms and</li> <li>iii. 6x Sec for user query</li> </ul> <p>The response time will be calculated relatively with the amount of time required to load a50Kb Static page on the configured Network(x)</p>	<p>Application response time will be measured on the basis of automated reports. The data should be captured through automated tools at least 1 hour during the business hours. Data during business hours can only be used for calculations of average response time. Any scheduled downtime should not be included in the calculation of application response time.</p>	<p>Slab 1: Average Response Time above 4x and below 5x Seconds for portal home page.  Slab 2: Average Response Time between 5x and 6x seconds for portal homepage.  Slab 3: Average Response Time above 6x seconds for portal home page  Slab 1: Average Response Time between 5x seconds and 7x seconds for forms.  Slab 2: Average Response Time between 7x seconds and 9x seconds for forms.  Slab 3: Average Response Time above 9x seconds for forms.  Slab 1: Average Response Time between 8x seconds and 10x seconds for user query.  Slab 2: Average Response Time between 10x seconds and 12x seconds for user query.  Slab 3: Average Response Time above 12x seconds for user query.  <b>Penalty</b>  Slab 1: 0.5% of the EQI  Slab 2: 1% of EQI  Slab 3: 2% of the EQI  Note: Precision of upto 2 decimal points for all average times.</p>
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				Precision of 0.5 or less will be equivalent to lower figure and above 0.5 will be equivalent to higher figure. BIDDER is expected to record a minimum of 50 data points per quarter.
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Note: The SLA measurement tool designed & developed by Bidder shall be tested and certified for its accuracy, reliability and completeness by a 3rd Party before it is deployed.

$$EQI = \text{Total amount} / 20.$$

**Form 9**  
**Functional Requirement Specifications**

**A= Available**

**C= Needs Customization**

**ND = New Development**

Sr. No	Process/ Sub-Process	Functional Requirement Specifications	Available/Needs Customization/ New Development	Remarks
1	User Management	Role-based access (e.g., Admin, Faculty(content SME), Student)		
2	User Management	User registration and authentication		
3	Course Management	Creation and organization of Curriculum		
4	Course Management	Creation and organization of courses		
5	Course Management	Enrolment management		
6	Course Management	Assignment and grading system		
7	Content Management	Upload and manage course materials (videos, PDFs, Images)		
8	Content Management	Provide tagging to curriculum elements		
9	Assessment and Feedback	Quiz and test creation tools		
10	Assessment and Feedback	Automated grading systems		
11	Assessment and Feedback	Feedback forms		
12	Communication Tools	Internal messaging system integrated to Google Firebase		
13	Communication Tools	Discussion forums		
14	Communication Tools	Announcements and notifications		

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15	Analytics and Reporting	Student performance tracking		
16	Analytics and Reporting	Course engagement analytics		
17	Accessibility	Responsive design for PC devices		
18	Accessibility	Web app for different browsers		
19	Scalability and Performance	Must be native cloud Architecture for concurrent users		
20	Scalability and Performance	High availability options		

## **Section V: Contract Forms**

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## AGREEMENT

An agreement made this .....day of .....  
between ..... herein after  
called as ‘the Supplier’), which expression shall, where the context so admits, be deemed to  
include his heirs successors, executors and administrators of the one part and the *Director* ,  
*University Computer Center, Mohanlal Sukhadia University, Udaipur* herein after called ‘the  
Procuring Entity’ which expression shall, where the context so admits, be deemed to include his  
successors in office and assigns, of the other part.

WHEREAS the Procuring Entity invites Bids for certain Goods and Related Services , viz.  
.....  
and has accepted a Bid by the Supplier for the supply of those Goods and Related Services for  
the sum of ..... (Amount in figures and words) (Here  
in after ‘the Contract Price’).

NOW THIS AGREEMENT WITNESSTH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively  
assigned to them in the Contract referred to.
2. The following documents shall be deemed to form and be read and construed as a part of this  
Agreement, viz.
  - (a) The Procuring Entity’s Notification to the Supplier of Award of Contract;
  - (b)The Bid Submission Sheet and the Price Schedule including negotiated price, if any,  
submitted by the Supplier;
  - (c)The Special Conditions of the Contract;
  - (d)The General Conditions of Contract;
  - (e)The SCHEDULE OF Supply;
  - (f)Instructions to Bidders;
  - (g) The Notice Inviting Bids

In the event of any discrepancy or inconsistency within the Contract, the documents shall prevail

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in the order listed above

3. In consideration to the payments to be made by the Procuring Entity to the Supplier as indicated in this Agreement, the Supplier hereby covenants with the Procuring Entity to provide the Goods and Related Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Procuring Entity hereby covenants to pay the Supplier in consideration of the provision of the Goods and Related Services and the remedying of the 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.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of the Central and the State Government on the day, month and year first mentioned herein before.

**Witness 1**

Signed by:

(for the Supplier)

Name .....

Designation.....

Address .....

.....

**Witness 2**

Signed by:

(for the Procuring Entity)

Name .....

Designation.....

Address .....

## **Appendix C**

### **Dispute Resolution Mechanism**

Any dispute arising from the Contract shall be resolved amicably, as far as possible. The levels of the Dispute Resolution mechanism shall be as follows:

- I. Amicable resolution between representatives of Parties to the Contract.
- II. If a question, difference or objection arises in connection with or out of the contract agreement or the meaning of operation of any part thereof or the rights, duties or liabilities of either party have not been settled by amicable resolution through mutual discussions, it shall be referred to the appropriate Empowered Dispute Resolution Committee for decision, if the amount of the claim is more than Rs.50000.00 and less than 01 (one) crore.

Dispute Resolution Mechanism will have the following Committee at the level of *The Registrar, Mohanlal Sukhadia University, Udaipur*.

#### ***Composition of the Dispute Resolution Committee***

The Committee shall comprise of

1. The Registrar
  2. The Comptroller,
  3. Concerned Procuring Entity
  4. Representative of Law Department not below the rank of ALR or equivalent, and
  5. Principal Investigator of Project concerned (Member-Secretary)
- III. All legal proceedings, if necessary arise to institute by any of the parties shall have to be lodged in courts situated **at Udaipur, Rajasthan** and not elsewhere.
  - IV. Procedure of reference to the Dispute Resolution Committee

The Supplier shall present his representation to the Procuring Entity along with a fee equal to two percent of the amount of dispute, not exceeding Rupees One lakhs, within three months of occurrence of the Dispute. The Procuring Entity shall prepare a reply of representation and shall represent its stand before the concerned Dispute Resolution Committee. From the side of the Supplier, the claim case may be presented by himself or through a representative. After hearing both the parties, the Dispute Resolution Committee shall pronounce its decision which shall be final and binding both on the Supplier and the Procuring Entity.