Dear Sirs,

Please submit your sealed quotation, in the Tender Form enclosed here along with the descriptive catalogues/pamphlets/literature, superscribed with Our Ref No. and Due Date for the supply of the following items as per the terms & conditions mentioned in Annexure (Form No: )

<table>
<thead>
<tr>
<th>S.No</th>
<th>Description of Items with Specifications</th>
<th>Unit</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AMC for Maintenance and Updation of IIRS e-learning Website and Learning Management System (LMS) (From 1 July 2016 to 30 June 2017) as per enclosed General/Technical Terms &amp; Conditions and scope of work given in the enclosed tender document</td>
<td>JOB.</td>
<td>1</td>
</tr>
</tbody>
</table>

DELIVERY AT: IIRS
MODE OF DESPATCH: DOOR DLVRY
DUTY EXEMPTIONS: NIL

SPECIFIC INSTRUCTIONS: NIL

SPECIFIC TERMS

V.V. NARAYANAN KUTTY
PURS. & STORES OFFICER
For and on behalf of the President of India
The Purchaser
भारत सरकार
अन्तर्राष्ट्रीय विभाग
भारतीय सुदूर संयुक्त संस्थान
देहरादून
क्रम एवं भंडार अनुशासन
निविदा आमंत्रण

दिनांक: 02/05/2016

निविदा जमा करने की अंतिम तिथि: 24.05.2016 (1500 बजे)

रेखा में,

महोदय,

1. इस संस्थान द्वारा निम्नलिखित सामग्री का क्रय किया जाता है। आपसे आये है कि उस सामग्री की पूर्ति हेतु संलग्न निविदा प्रपंच में अपनी मुहरबंद बोली जमा करने का कद्द करें। उक्त बोली के साथ यथायोग्य कैटलोग/पैकेजेट/विशेषपत्र आदि शी जमा करें। मुहरबंद लिस्टके पर ऊपर की ओर संदर्भ संबंध तथा अंतिम तिथि अंकित होनी चाहिए। सामग्री की पूर्ति से संबंधित निवंदन एवं शर्तें संलग्न (प्रपंच सं...……………………………………………………………) में वर्णित हैं।

<table>
<thead>
<tr>
<th>क्रम सं.</th>
<th>सामग्री का विवरण तथा विनिर्देश</th>
<th>उकाई</th>
<th>संबंध</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>AMC for Maintenance and Updation of IIRS e-learning Website and Learning Management System (LMS) (From 1 July 2016 to 30 June 2017) as per enclosed General/Technical Terms &amp; Conditions and scope of work given in the enclosed tender document</td>
<td>Job.</td>
<td>1</td>
</tr>
</tbody>
</table>

डिसिपलिन का स्थान: भारतीय सुदूर संयुक्त संस्थान

प्रेषण की दिशा: द्वार पर

शुल्क छुट: 

विशेष निर्देश: कुछ नहीं

विशिष्ट शर्तें: 

संदर्भ सं. जी.एच.एयर-एस. 2016-000041-01

दिनांक: 02/05/2016
ANNUAL MAINTENANCE CONTRACT FOR MAINTENANCE AND UPDATION OF IIRS e-learning Website and LMS

Technical Terms & Conditions and Scope of Work

Quotations are invited for the Annual Maintenance Contract (AMC) for maintenance, up-gradation and updation of e-learning website and Learning Management System (LMS) of Indian Institute of Remote Sensing (IIRS). The IIRS e-learning LMS is developed in Moodle and hosted at IIRS Dehradun in Linux Platform. The AMC includes the updation of web pages and online course management in Moodle LMS. The AMC period shall be for one year, from 1st July 2016 to 30th June 2017 and extendable to a maximum of two more years, subject to satisfactory performance.

Contents of the document

1. General
2. Technical scope of work
3. Terms and conditions for the requirement of manpower for website maintenance & updation
4. Payment Terms and Conditions
5. Bidding Procedure

Annexure A: Format for submitting the technical bid
Annexure B: Format for submitting the financial bid
1. General

1.1 About Website

**IIRS e-learning Website and LMS (http://elearning.iirs.gov.in)**

Indian Institute of Remote Sensing (IIRS) under Indian Space Research Organisation, Department of Space, Government of India is a premier Training, Educational and Research Institute set up for developing trained professionals in the field of Remote Sensing, Geoinformatics and GNSS Technology for Natural Resources, Environmental and Disaster Management.

IIRS has launched its online e-learning based training programme (www.elearning.iirs.gov.in) in the year 2014. As of today, total five online courses of one and four month's duration are available. It is also planned to launch more courses in future using concept of Massive Open Online Course (MOOC). The contents of IIRS e-learning courses are developed using Flash, JavaScript and XML technology. The server side scripting languages i.e. PHP and database server i.e. MySQL combination is used for all programming and database activities. The LMS is customized using Moodle and is available in English and Hindi languages.

2. Technical Scope of Work

2.1.1 Maintenance of the website as per government of India guidelines (http://web.guidelines.gov.in).

2.1.2 Regular updation of web pages in English and Hindi. All the contents will be provided by IIRS in Unicode format.

2.1.3 Web page layout /design creation and updation based on requirements in website and LMS.

2.1.4 The scope of work also includes full administration of Moodle LMS, course creation and management, student communication, registration, examination, project and assignment, results, utilization of third party Moodle plugin etc.

2.1.5 The Web server, database server and LMS must be upgraded with latest stable release.

2.1.6 Creation/customization of LMS modules (existing or new) for course requirements is part of scope of work.

2.1.7 Website is also having non-Moodle course management web pages developed using PHP and MySQL. The vendor also needs to update/modify these web pages as per the requirements of the courses.

2.1.8 Addition, deletion and updation of text, graphical contents and animations as per defined templates.

2.1.9 Ensuring uptime of 99.99% and 24x7 availability of website and LMS.
2.1.10 Find, diagnose, and fix Website & LMS problems and errors, including broken links (both internal and external) and formatting inconsistencies.

2.1.11 Fixing website vulnerabilities on urgent basis (2 hours response and 4 hours resolution) as and when need arises.

2.1.12 Ensuring that the site is free from Open Web Application Security Project (OWASP) [www.owasp.org] top 10 vulnerabilities at all times.

2.1.13 Checking for code compatibility and modifying code, if required, due to vulnerabilities reported in any of the software/packages (Apache, PHP, MySQL and Moodle) being used in the website. This activity is to be performed as and when new patches/security fixes are released. First testing of new patch/security fix should be done at the vendor end on their local setup having same configurations as the live servers. Implementing the same on main website servers should only be performed after successful testing and verification by the vendor on their local servers.

2.1.14 Automatic syncing of backup server- Simultaneously updating the staging/backup server for IIRS website, and also ensuring that it is in synchronization with the main server at all times.

2.1.15 Maintain backup of the website and LMS including database backup on a daily basis or on updates (incremental backup). Monthly backup of server configuration files, web and database log files also need to be maintained. The storage space will be provided by IIRS.

2.1.16 Recovery from backup, in case of any emergency is needed to be provided by the vendor within 12 hours.

2.1.17 The website should be optimized for load time, response time, navigation and search. The optimization should cover all the areas like HTML, CSS, GRAPHICS, and PDF etc., to involve smaller page size and faster downloads.

2.1.18 Provide monthly report of various issues and corrective measures carried out along with other activities carried out in the maintenance of the web portal.

3. Terms and Conditions for the requirement of manpower for website maintenance & updation

1.1 AMC can be provided through onsite visit, deputing engineer at IIRS or remote access. The remote access will be provided for defined duration
and also to fix IP address of the vendor location. The authorized person to take remote access of IIRS server must be authorized by the vendor well in advance.

1.2 Vendor has to strictly maintain the confidentiality of IIRS data and web services. Vendor has to submit full Biodata and Personal details of the deputed engineer to IIRS well in advance.

1.3 Any changes in human resources must be informed immediately to the IIRS. Any tampering with Database and Web pages without informing IIRS will be considered as serious offense and strict legal action will be taken on Vendor.

1.4 The curriculum vitae of the person whom the vendor is planning to assign this work along with the contact details of the focal point who will be coordinating the website AMC services from bidders office needs to be submitted after the award of contract.

1.5 IIRS will provide all Hardware, Network infrastructure, Software, IT security infrastructure and contents well in advance. Vendor has to inform at least three months in advance for any new/additional requirements which arise during maintenance/upgradation of website and LMS.

1.6 Apart from the work mentioned in the technical scope of work (Section 2) above, the personnel deployed would also require to carry out the following tasks:

1.6.1 Ensuring that updated information and services are available all the time at the website

1.6.2 Programming (code repair, repairing broken links).

1.6.3 Design & development of new modules/features including development of dynamic database driven web applications, static HTML pages and multimedia applications on need basis.

1.6.3.1 For any new requirements (mentioned above), the focal point identified by the bidder needs to submit a detailed technical proposal on the same at the earliest and also provide the time estimate for completion.

1.6.3.2 The vendor will have to get the Security Audit Clearance Certificate from any CERT-In empanelled vendor for any new (above mentioned) work prior to making it live on the servers at IIRS.

1.6.4 Home page improvement, as may be necessary from time to time.

1.6.5 Fine tuning of the website performance.

1.6.6 Sending bulk email messages and SMS can be send remotely to the identified users as and when required to send notification mails of events/meets etc.

1.6.7 For any email and SMS the email server and SMS Gateway will be provided by IIRS.
1.6.8 Database administration and maintenance.
1.6.9 The website has to be guarded against any type of hacking/virus attacks.
1.6.10 Monthly submission of the CMS Log and Audit trail report.
1.6.11 Updating and running antivirus on regular basis.

1.7 It will be the responsibility of the AMC holder to ensure that the work assigned to the personnel deployed for IIRS work is of high quality and is completed within the stipulated time.

1.8 In case of the delay in completing the assigned job within 24 hours from the time and date of report and if delay time increases beyond 48 hours, a penalty of Rs 1000/ for every 24 hours shall be imposed based on the recommendations of the Officer-in-charge, IIRS Website. This amount will be deducted from the running bills payable to the maintenance agency without any further correspondence on the matter.

4. Payment Terms and Conditions
Payment for the AMC services will be made on quarterly basis upon satisfactory certification from IIRS at the end of each quarter.

5. Bidding Procedure

4.1 Bids are to be submitted as Techno-commercial bid.
4.2 The Techno commercial Bids of all the bidders will be opened on pre-scheduled date, time & venue. If the Bid opening could not be held on pre-scheduled date, time, then all bidders/applicants will be informed individually about the rescheduled date & time.
4.3 No quotation shall be considered without the Earnest Money Deposit (EMD) defined by IIRS i.e. Rs. 9,000/-
4.4 Sealed Bids shall be received within the Last date and time mentioned. No Bids will be accepted after this date & time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
4.5 All relevant rules and regulations of IIRS will be final and applicable & binding on all bidders.

4.6 Eligibility/Qualification Criteria

4.6.1 The bidder shall be a registered company in India.
4.6.2 The bidder shall not have been black-listed by any State or Central Government or its agencies in India. A self-certification has to be provided for the same by the bidder.
4.6.3 Average annual turnover of the bidder should be more than Rs. 50.00 Lakhs of past three financial years (2013-14, 2014-15, 2015-16)
4.6.4 Company should be ISO certified.
4.6.5 The bidder whose services were not found satisfactory during past years for IIRS will not be considered.

4.6.6 The bidder shall have 5 years' experience, preferably in website creation/development, maintenance & other related matters as given below:

4.6.6.1 Development of at least two websites and LMS of similar nature i.e. websites based on Moodle or any other LMS.

4.6.6.2 Bidder should be proficient in html, PHP, MySQL, RDBMS, FLASH, XML and content management tools especially Moodle.

4.6.6.3 Bidder must have experience and strong skills sets in maintenance, updation/upgradation of Moodle LMS. A documentary proof needs to be submitted.

4.7 Required documents as a part of technical bid & place of service

The bidder shall enclose copies of the following documents as a part of technical bid:

4.7.1 Registration or incorporation certificate

4.7.2 Service tax registration certificate

4.7.3 Income tax PAN number

4.7.4 Bidders experience in website and LMS creation/development and maintenance activities.

4.7.5 Purchase/work orders from at least two customers regarding creation and maintenance of websites of similar nature.

The place of service shall be at IIRS, Dehradun.

4.8 Period of validity of bid

The bid shall remain valid for 60 days after the date of bid opening.

4.9 Submission of Bids

4.9.1 The envelope shall be super-scribed with "AMC for the maintenance of IIRS e-learning website and LMS" and "Techno Commercial Bid" in capital letters.

4.9.2 The bidder should specifically provide full technical details of the service offered as per Annexure A and also shall provide full details of deviation they intend to make from the Scope of work and contract terms detailed in the Bid.

4.9.3 Bid shall contain full details of the price & commercial conditions. Any deviation from our standard conditions shall be specifically spelt out.

4.9.4 Silence or use of the word "Noted" against any of the Bid conditions shall mean bidder agrees to comply with that/those conditions of Bid.
4.9.5 All offers shall be made available in hard copies as per the Document and should be signed by the authorized signatory of the firm on all the pages of the hard copy.

4.9.6 The Financial Bid shall be submitted as per Annexure B.

4.9.7 No bid shall be modified subsequent to the deadline for submission.

4.10 Opening of Bids

4.10.1 IIIRS shall open the bids on pre-scheduled time, date and venue in the presence of the bidders' representatives who choose to attend.

4.10.2 The bidders' representatives who will be present shall sign in the designated register evidencing their attendance. In the event of the specific bid opening date being declared a holiday for IIIRS, the bid shall be opened at the same time and location on the next working day.

4.10.3 The Technical Bids shall be scrutinized later.

4.11 Evaluation of Bids:

4.11.1 Incomplete offers will be rejected.

4.11.2 IIIRS will examine the bids to determine whether:

4.11.2.1 They are complete,

4.11.2.2 Required supporting documents, etc have been furnished, and

4.11.2.3 The documents have been properly signed.

4.11.2.4 The correctness of the information furnished by the bidder in its bid. In case any information is found to be incorrect/false, the bid shall be considered as non-responsive.

4.11.3 Evaluation of bids shall be done based on the information furnished by the bidders. The conformity of the bids to the Scope of Work and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the AMC.

4.11.4 IIIRS may contact and verify bidder's information, references and data submitted in the bid without further reference to bidders.

4.11.5 IIIRS reserves the right to use and interpret the bids as it may, in its discretion, consider appropriate, when selecting bidders for granting of the letter of intent/Notification of Award of contract.

4.11.6 IIIRS may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or affect the relative ranking of any bidder.
4.11.7 IIRS may seek clarification in writing from bidder by fax/email. Bidder shall promptly reply by fax/email within the time limit specified in the clarification letter from IIRS.

4.11.8 The comparison shall be made of total price of the service offered inclusive of all taxes.

4.12 IIRS's right to accept or reject any or all bids

4.12.1 IIRS reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for IIRS's action.

4.12.2 The acceptance of tender will rest with IIRS which does not bind itself to accept the lowest bid and reserves itself the right to reject any or all the tenders received without the assignment of any reason.

4.12.3 Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

4.13 Prices

Price charged by the Bidder for any services under the AMC shall not vary from the prices quoted by the Bidder in its bid.

4.14 Termination by default:

4.14.1 IIRS may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to Bidder, terminate the AMC in whole or part:

- 4.14.1.1 If the Bidder fails to provide services/rectify the fault within the time period specified in the AMC or any extension thereof granted by IIRS,

- 4.14.1.2 If the Bidder fails to perform any other obligation(s) under the AMC.

4.14.2 In the event IIRS terminates the AMC in whole or in part, pursuant to para above, the Bidder shall continue to be with the AMC to the extent not terminated.
ANNEXURE A: FORMAT FOR SUBMITTING THE TECHNICAL BID
On the Letter Head of the Bidder

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name of Bidder</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Address of the Bidder</td>
<td>Registered Office:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Head Office:</td>
</tr>
<tr>
<td>3.</td>
<td>Key Contact(s) Details (including contact person, Designation, address, telephone number and email and website)</td>
<td>Name:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Designation:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Address:</td>
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<td>Telephone:</td>
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<td>Fax:</td>
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<td></td>
<td>Email:</td>
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<tr>
<td></td>
<td></td>
<td>Website:</td>
</tr>
<tr>
<td>4.</td>
<td>Enclosure of Supporting Documents</td>
<td>Bidder Compliance Statement (Yes/No)</td>
</tr>
</tbody>
</table>

I. Registration or Incorporation Certificate

II. Whether black-listed by any state or central government or its agencies in India (self certification has to be provided for the same by the bidder)

III. Service tax registration certificate

IV. Income Tax PAN Number

V. Average annual turnover of more than Rs. 50 Lakh of past three financial years (2013-14, 2014-15, 2015-16)

VI. Details of ISO Certifications.
<table>
<thead>
<tr>
<th>VII.</th>
<th>Whether services of bidders were found satisfactory for past years for IIRS (attach proof)- If applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>VIII.</td>
<td>Proof of bidders 5 years experience, preferably in website &amp; LMS creation/ development and maintenance (attach PO’s/WO’s and proof)</td>
</tr>
<tr>
<td>IX.</td>
<td>Purchase/work orders from at least two customers regarding creation and maintenance of websites and LMS of similar nature.</td>
</tr>
<tr>
<td>X.</td>
<td>Letter from at least two customers regarding satisfactory performance of the bidder for providing services for website creation and maintenance.</td>
</tr>
<tr>
<td>XI.</td>
<td>Proof of technical staff with proficiency in html, PHP, MySQL RDBMS, FLASH, XML and content management tools especially Moodle.</td>
</tr>
<tr>
<td>S.</td>
<td>Your Technical Proposal for effective fulfillment of Scope of Work and Technical Specifications mentioned in Scope of this tender.</td>
</tr>
</tbody>
</table>

This is to certify that the information provided above is correct.

Signature:

Name of the Authorized signatory:

Designation:

Office Seal:
ANNEXURE B: FORMAT FOR SUBMITTING THE FINANCIAL BID

Name of Work: AMC of the Website and LMS

<table>
<thead>
<tr>
<th>S.No</th>
<th>Name of work</th>
<th>Period</th>
<th>Amount in Rs. (exclusive of Taxes)</th>
<th>Remarks, if any</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>As mentioned in Section 2-Technical Scope of Work &amp; Specifications and Section 3-Terms and conditions for the requirement of manpower</td>
<td>One year</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NOTE: - The comparison of the financial bid shall be strictly followed as per the total annual price (exclusive of taxes etc) quoted by the bidder.

Signature:

Name of the Authorized signatory:

Designation:

Office Seal: