Zilla Parished, Osmanabad

Tender

For

Implementation & Maintenance

of

LMS at ZP Schools

District: Osmanabad

Tender Number: 01/2017-18
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1. Tender Notice

Zilla Parished, Osmanabad
Education Department
Tender Notice No. 01/2017-18

CEO, Zilla Parished, Osmanabad invites the tenders through e-Tendering system for Implementation & Maintenance of e-Learning in ZP schools at Osmanabad District, Maharashtra

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name Of Work</th>
<th>Description of Scope of Work</th>
<th>tender form Fee</th>
<th>EMD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Implementation &amp; Maintenance of LMS at Zilla Parished Schools at Osmanabad District, Maharashtra</td>
<td></td>
<td>10,000/-</td>
<td>3,60,000/-</td>
</tr>
</tbody>
</table>

Terms & Conditions:
The detailed tender notice and tender forms are available at www.mahatenders.gov.in from 08/03/2018 to 17/03/2018 up to 5.00 p.m.
The tenders through e-Tendering system will be accepted from 08/03/2018 to 17/03/2018 up to 5.00 p.m.
The tenders will be opened on 21/03/2018 at 3.00 p.m. Zilla Parished Office
However, CEO Zilla Parished, Osmanabad Reserves the rights to postpone the date of tender opening.

Sd/-

CEO
Zilla Parished, Osmanabad
Invitation for tender offers – (Detail Tender Notice)

CEO, Zilla Parishad, Osmanabad invites tenders through E-TENDERING system for Implementation & Maintenance of LMS (e-Learning) in ZP Schools at Osmanabad District from registered and reputed companies.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Implementation &amp; Maintenance of LMS at Zilla Parishad schools District Osmanabad, Maharashtra</td>
</tr>
</tbody>
</table>

1. The detailed tender notice is available at www.mahatenders.gov.in for Rs. 10,000/- from 08/03/2018 to 17/03/2018 up to 5.00 p.m.
2. The tenders through E-tendering system will be accepted from 08/03/2018 to 17/03/2018 up to 5.00 p.m.
3. The tenders will be opened on 21/03/2018 at 3.00 p.m. at Zilla Parishad, Osmanabad.
4. Tenders should be submitted through E-tendering system only.
5. The offer should hold good for a period of 90 days from the date of opening the tender.
6. Tenders should be submitted on website “www.mahatenders.gov.in”.
7. Offers made without EMD will be rejected.
8. Conditional tenders will be rejected.
9. Tender documents containing erasures or alterations will not be considered.
10. CEO, Zilla Parishad, Osmanabad reserves the right to change anything in this Tender without any prior intimation to anyone. The vendor has to abide by the same.

CEO, Zilla Parishad
Osmanabad, Maharashtra
2. Introduction

2.1. Background:

Majority of India still lives in villages and so the topic of rural education in India is of utmost importance. A survey report named ‘Annual Status of Education Report’ (ASER) shows that even though the number of rural students attending schools is rising, but many of the students in fifth grade are unable to read text book and are not able to solve simple mathematical problems. Not only this, the level of mathematics and reading is further declining.

Some of the reasons cited for this problem in surveys are -

- Lack of required text books, reference books and learning material.
- Lack of well-equipped labs, facilities,
- Less accessibility/knowledge of latest technology
- Lack of encouragement to think
- Apart from education, sports, music and other non-curriculum activities are neglected because of unavailability of required resources and appropriate guidance.

Also as per government annual education report many students get migrated from government schools to private schools for better quality education. Hence, private schools student head count almost double than government schools even the private schools are less than government schools.

Time to time nurturing of knowledge; skills are important not only for students but also for teachers and parents. If teachers are knowledgeable, committed and well acquainted with latest technology then they can build a great society and help improving their schools, aspiring rural children and India.

Encourage the genuine rural students who are interested in education and extra curricula activities and make them competent.

2.2. Objective:

Our objective in a nutshell is to provide right knowledge, any time anywhere, in an easy and understandable manner for students, teachers and parents. We further extend this to

- Improve the rural education quality with the help of Digital Strategy.
- Develop interest in education via more audio video content
- Strengthen rural education by filling the gaps between the rural and urban education with the help of professional mentors and coaches.
- Build a Digital (virtual) bridge between schools and gurus (coach/ expert)
- Connect all schools to each other to form a strong ecosystem by using digital bridge.
- Create a digital eco-system (e-District School) to connect all schools within taluka and later within a district to get connected with each other.
Tender for Implementation & Maintenance of LMS in ZP schools District Osmanabad, Maharashtra

- Share knowledge, ideas, information to develop a healthy, competitive environment in schools.
- Broadcast major events (live/offline) happening around us that interest students.

**Stakeholders and Key Drivers**

Following are the key stakeholders of the e-School:

- Teachers
- Students
- Parents
- Community
- School Managements – Government, Government Aided Schools and Private Schools
- Teacher Educators
- School Administrators – District
- Education Research and Training Agencies
- External Stakeholders (Health, Revenue, Social Welfare, Higher Education)

3. **Instructions to Bidders**

3.1 **Advice to the bidders**

Bidders are advised to study this tender document carefully before participating. It shall be deemed that submission of tender by the bidder have been done after their careful study and examination of the tender document with full understanding to its implications. Tender is to be submitted as per enclosed format only. Failure to furnish all information as per the formats mentioned in the tender in every respect will be at the Bidder’s risk and may result in the rejection of its tender.

3.2 **Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of its tender and CEO, Zilla Parishad, Osmanabad will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

3.3 **Language**

The Proposal should be filled by the Bidder in English language only.

3.4 **Composition of Tender**

The services required, tender procedures and tender terms are prescribed in this tender document. In addition to the invitation for bids, the tender document includes:

- Tender Notice
- Introduction
- Instructions to Bidders
- Scope of work
- Pre-Qualification Criteria & evaluation of tender
- Terms and Conditions
- Annexure
3.5 e-Tendering System

**Issue of blank tender form**

1. Bidders who wish to participate in the Bidding process must register on the website http://mahatenders.gov.in. Bidders, whose registration is valid, may please ignore this step. At the time of enrollment, the information required for enrollment should be filled. After enrollment the bidder will get his user name and password to his Mail Id.

2. To participate in the online Tendering process, the Bidders must procure Digital Signature Certificates (DSC: class II or class III) in accordance with the IT Act 2000. Bidders who already have a valid DSC need not procure a new DSC.

3. A digital signature is required for purchasing and submission of Tender form. Queries regarding digital signature can be solved through help mode, bidder can contact Help Line No. 1800 233 7315

4. Tender form, conditions of contract, specifications can be downloaded from the e-Tendering portal of Government of Maharashtra i.e. ‘http://mahatenders.gov.in’

5. The Bidder shall submit the offer in Electronic formats both for technical and commercial proposals. However, Tender Fees and Earnest Money Deposit (EMD) should be submitted as prescribed in Tender Document.

6. The bidder has to submit the technical and commercial bid online only.

7. Attach the certificates & other documents asked for in the tender.

8. For any other queries, bidder can contact Help Line No. 1800 233 7315.

9. Further information regarding the work can be obtained from office of CEO, Zilla Parishad, Osmanabad.

3.6 Tender Fee and EMD

The bidder has to submit through online **Tender form fee of RS. 10,000/- (Non Refundable)** and **EMD RS. 3,60,000/-**

3.7 Tender Validity

The tender should hold valid for a period of 90 days from the date of the opening of tender.

3.8 Signing of Tender

The Tender Offer shall be signed by the Bidder or a person or persons duly authorized by the bidder’s organization. Such authorization shall be indicated by Authorization Certificate on the letter head of organization accompanying the tender offer.

3.9 Two Bid Tender
The tender should be submitted online through e-tendering system in Technical bid and Commercial bid format only. These two Technical and Commercial Bids should be separate.

3.10 Clarification of Offers / Proposal
To assist in the scrutiny, evaluation and comparison of offers, CEO, Zilla Parishad, Osmanabad may, at its discretion, ask some or all Bidders for technical clarification of their offer. The request for such clarifications and the response shall be in writing. To speed up the Tender process, CEO, Zilla Parishad, Osmanabad, at its discretion, may ask for any technical clarification to be submitted by means of facsimile by the Bidder. In such cases, original copy of the document describing the technical clarifications must be sent to CEO, Zilla Parishad, Osmanabad by means of courier / in person.

3.11 Address of Communication
Offers should be addressed to the following officer at the address given below:

CEO, Zilla Parishad,
Osmanabad

3.12 Opening of Tender & Evaluation of Tenders
The Tenders received before the time & date specified will be opened as per the specified program in the office as mentioned in the Tender notice. The Tenders will be opened in the presence of Bidders or their authorized representatives, who choose to remain present on the opening day at the Scheduled time.

The evaluation of bids shall follow a two stage evaluation process namely (i) Technical Bid evaluation (ii) Commercial Bid evaluation. The detailed tender evaluation process and marking table to be followed is as mentioned in this tender document.

The Technical bid shall have a weightage of 70% in the overall evaluation of the bid and the Commercial bid shall have a weightage of 30% in the overall evaluation.

3.13 Process to be Confidential
Information relating to the examination, clarification, evaluation and comparison of bids and the award of a Contract shall not be disclosed to Bidders or any other Person not officially concerned with such process until the award to the successful Bidder has been announced.

3.14 Conditional offers by the Vendors
The bidder should abide by the terms and conditions specified in the tender document. If any bidder submit conditional proposal, such bids will be liable for outright rejection.
3.15 Rejection of Tenders

CEO, Zilla Parished, Osmanabad has the rights to reject any single or all the tenders without assigning any reasons thereof.

3.16 Intimation to Successful Bidder

The acceptance of Tender may be communicated to the successful Bidder in writing or otherwise either by the Tender opening Authority or any Authority in CEO, Zilla Parished, Osmanabad.

3.17 Agreement

Successful bidder is required to execute an Agreement. The agreement should be signed within one month from the date of acceptance letter issued by CEO, Zilla Parished, Osmanabad.

3.18 Rights of CEO, Zilla Parished, Osmanabad

CEO, Zilla Parished, Osmanabad reserves the right to suitably increase / reduce the scope of Work put to this Tender.

3.19 Interpretation of the Clauses in the Tender

In case of any ambiguity in the interpretation of any of the clauses in Tender Document, interpretation of the clauses by CEO, Zilla Parished, Osmanabad shall be final and binding on all parties.

3.20 Confidentiality

The successful bidder will have to maintain strict Privacy and confidentiality of all the data it/its staff gets access to. Adequate provisions to be made by the successful bidder to ensure that no unrestricted access to the data to people in the organization is allowed who have not got necessary permissions.

3.21 Location of Support

The successful bidder should deploy the manpower as mentioned in this Tender onsite during the period of Implementation and Support. The manpower deployed will be working as per the official timings of ZP Schools.

3.22 Indemnity

The successful bidder shall indemnify, protect and save CEO, ZP against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of the services rendered by him under this tender.
4. **Scope of Work**

Implementation of e-Learning project will be done phase wise. The rights of increasing or decreasing no. of schools or changing the scope of work will be with CEO ZP, Osmanabad.

**Stakeholders and Key Drivers**

Following are the key stakeholders of the e-School:

- Teachers
- Students
- Parents
- Community
- School Managements – Government, Government Aided Schools and Private Schools
- Teacher Educators
- School Administrators – District
- Education Research and Training Agencies
- External Stakeholders (Health, Revenue, Social Welfare, Higher Education, etc.)

Key drivers identified through the stakeholder consultations during designing the core scope for e-school are as below:

- Improve the quality of education for primary and secondary students.
- Monitoring the longitudinal performance (including assessment of learning levels at the beginning and during the academic year) of the students to assess the gaps in student learning and teacher training.
- Monitoring and retention proactively by identifying students at risk of migration from rural school to urban school.
- Deploying IT enabled teaching learning material including digital learning resources, model lesson plans and self-learning and assessment tools in the training centers and classrooms for better learning experience.
- Linking the student and teacher data in order to increase teacher accountability and identify teacher training needs.
- Teacher Capacity Building (pre-service and in-service training) to provide a more customized and personalized training as opposed to the standard training received by the teachers currently. Teacher capacity should also be enhanced to address the gaps in ICT training.
- Provide single portal to facilitate delivery of multiple services such as e-content, scholarship information and exams, general knowledge, e-Mentor, e-Coach, e-Sanwad.
- Platform for disseminating success stories and best practices.
- Need for reliable and near real time availability of data of students, teachers, and schools in a format amenable for analysis to aid better decision support.
- Enable seamless communication across the department right to the School level
- Ensuring delivery of various incentives like free uniform, bicycles, textbooks etc.
- Timely collection of data on various schemes from the field
- Availability of information with the School Education Department to respond to RTI applications
- Online/ offline teachers and student training
Tender for Implementation & Maintenance of LMS in ZP schools District Osmanabad, Maharashtra

- Increasing community participation and oversight in the school administration by providing visibility of the student, teacher, and school performance to the community and parents

Envisaged Services for School e-Learning

To achieve the objectives explained above, need to make study material more interesting, informative and interactive. Audio, Video, Animation makes study content easy and more intuitive. By making use of latest technology we could connect schools, mentors, teachers and parents and stream these contents to help to cultivate our rural education.

THE PROPOSED E-ELARNING FOR ZP SCHOOLS

1. Offline Desktop e-Learning

   A. Animation based learning Syllabus for Maharashtra State Board

   This section should include –
   - Educational syllabus of Maharashtra State board in form of audio-video content.
   - Mathematical sums, geography maps, history events, science practicals should be covered in beautiful crisp audio-video content.
   - Mind map and question and answers should include in the standard for quick learning and revisions.
   - Students should be able to study at their own pace whenever they want. This is the future of learning.
   - All content should be available offline so that schools don’t have to deal with internet latency issues.

   B. eCoaching and eMentor Portal - Reaching Professional:

   This portal should allow to share offline videos, interviews of such legends to improve our performance, to develop their leadership qualities, to develop their partnership skills, to realize their vision and future prospects/opportunities they see.

   In this section should cover below areas through eMentor /eCoach:
   i. **Education:** This option should contain the animated and audio-video contents to guide our students about –
      o Future technology,
      o Time Management,
      o Exam preparations,
      o Good Habits and Manners etc.
      o Marathi Literature and Poetry from syllabus

   ii. **Sports:** This option should contain the animated and audio-video contents to guide our students about –
       o Nutritious Diet plan,
       o Guidance on Exercise
Tender for Implementation & Maintenance of LMS in ZP schools District Osmanabad, Maharashtra

- Sports ethics
- Guidance and information about facilities and opportunities
- Tips and Tricks etc.

iii. **Arts and Music:** Maharashtra has a rich history in arts and Music. Recently music composers Ajay-Atul has created history of the being the first Indian music composer to record song live in Sony Studio at Los Angeles. Their journey was not at all easy but their success story is really inspiring and would definitely help to our next generation to boost up themselves and cope up on their challenges. We have observed there is lack of guidance in music.

This option should contain the animated and audio-video contents to guide our students about -
- Assistance in providing knowledge and guidance to students and parents.
- Interaction and guidance from music/art gurus.
- Opportunities and stage for live events (Vendor is responsible to update the opportunities and live events programme on every school on weekly basis during support and maintenance phase on school desktop machine)

iv. **Personality development:** Rural schooling is always far away from personality development, this could be possible via coaching and mentoring.

This option should contain the animated and audio-video contents to guide our students about -
- Communication Skill
- Stage Dearing
- Group Discussion etc.

v. **Yoga:** Not only India but now world has understood the importance of yoga. Its proud to us but how much of us know yoga, how to do it, what benefits it gives us. Quick video clips of our yoga guru could help students, teachers and parents to learn about yoga.

This option should contain the animated and audio-video contents to guide our students about -
- Daily Yoga
- Pranayam
- Girl Yoga etc.

C. My District (Apala Jilha)

This portal should brief about following information of Osmanabad district in Animated and audio-video format –

- District’s population, Man/Female ratio, Population Density and Literacy count. (As per latest Census report)
- Geographical details of the District
Tender for Implementation & Maintenance of LMS in ZP schools District Osmanabad, Maharashtra

- Tourist places nearby our district.
- Map and Transport facility, Nearest Railway Stations, Airport.
- Historical Places and Photo gallery
- Crop and Agriculture information
- Iconic peoples from our district
- Health and Rural Development
- Yellow Pages, Emergency phone number, Ambulance, Fire, Police Station details
- Annual data of rain, forecast, water resources and Dams (Year to Year data).
- Important Events, Announcements, Quiz, Competitions, Seminars etc.
- Pulse Polio initiatives and dates

D. General Knowledge

Purpose of this portal is to engage students to better understand India. Improve their general knowledge.

This portal acts as a window for the students, not just in India, but across the world to a whole lot of significant information related to various aspects of the Country. The page aims not only to enlighten children about the history, culture, and nationalism of India, but also provides a medium to indulge their inquisitive minds in something enriching.

This section should allow teachers to contribute by adding more content to it that suits and helps students to improve awareness and general knowledge.

This section should contain the animated and audio-video contents to guide our students about -
- Bharat Ratna, Padma Bhushan, Padma Shree Award Winners
- Indian Awards and Honors
- Important National Days
- State of India and their Capital
- Indian Economics, BSE Sensex
- Ancient India ,Modern and Digital India
- Indian Sports, Indian Culture ,Indian Literature
- History of India
- Indian Politics, Environment
- Awareness and Symptoms about diseases like Dengue, Malaria, Chicken Gunia, Swine Flu etc..

E. Value Addition Education

This section should emphasis on providing such value added education for Teachers and Students in Animated and audio- video format.

Below are the features should available under this section careers
1. Offline value addition courses for teachers and student
2. Offline training for certifications exams like MHCIT, DTP, Tally, MSOffice.
3. Offline training material for competitive exams like CET, CAT, PET, MPSC, UPSC etc..
Tender for Implementation & Maintenance of LMS in ZP schools District Osmanabad, Maharashtra

4. Offline Basic Computer courses like Operating system, Applications like Word, Excel, Power Point, Hardware knowledge etc.

5. Offline Spoken English courses.

F. eSanwad - Knowledge sharing and Communication portal between across Schools
This section should allow to share and update the contents like ppt, pdf, audio, video etc to other schools when the system comes online (vender would be provide 3G-4G 1GB data plan /Month to till support contract.).

This section should have also provision for –
- Community: Form different online communities to gather students of same interest, discuss and develop
- Discussion forums

2. Online e-Learning Web Application

Purpose of this online e-Learning web application has to provide e-learning facility to registered schools and students on anytime, anywhere, on any device. This web application portal should contain –

A. eBook:

This section should be containing the all syllabus text book/ Notes in digital format. eBook viewer should be support following features
- Page Book-Marks
- Page Thumbnails
- Print – Should allow to select pages for print
- Page Search – Should allow to go
- Text Search/ and Highlight
- Indexing
- Zoom in and Zoom Out
- Share
- Page Navigations (Manual/ Automatic)

B. eCoaching and eMentor Portal - Reaching Professional:
- This section should contain the above scope mentioned in offline section (e.g. Education, Sports, and Music etc.)
- This section should allow to share contents like education, sports, music, yoga and value added content to any registered professionals. Using this feature education volunteers can share their knowledge from anywhere, anytime with students and schools.

C. My District:
This section should contain the animated, audio-video and informative information about -
- District’s population, Man/Female ratio, Population Density and Literacy count.
  (As per latest Census report)
- Geographical details of the District
D. General Knowledge:
- This section should contain the same scope mentioned in above offline General Knowledge section
- This section should allow to users to share the general knowledge content like ppt, pdf, video etc.

E. Value Added Education:
This section should emphasis on providing such value added education for Teachers and Students in Animated and audio-video format.

Below are the features should available under this section careers
- Online value addition courses for teachers and student
- Online training for certifications exams like MHCIT, DTP, Tally, MSOffice.
- Online training material for competitive exams like CET, CAT, PET, MPSC, UPSC etc..
- Basic Computer courses like Operating system, Applications like Word, Excel, Power Point, Hardware knowledge etc.
- Spoken English courses.
- Allow to users to share the contents like ppt, pdf, videos etc.

F. e-Sanwad - Knowledge sharing and Communication portal between across Schools
- This section should allow to schools and students to connect each other.
- This section should allow to students to share informative information like timetable with other students.
- This section should allow to teachers to share informative information with other teachers and schools
- This section should allow to external users to share informative information with schools and students.
- This section should have provision for live messenger (Chat) to communicate each other to students and Teachers. (e.g twitter, Facebook chat messenger).

The system should also necessarily integrate the additional following features for smooth functioning:

A. Management and Accessibility
Tender for Implementation & Maintenance of LMS in ZP schools District Osmanabad, Maharashtra

- Above The Solution should be bilingual (English & Marathi).
- The System support for interoperability with cross platforms specifically (Windows, Linux and UNIX, Sun Solaris), Databases and Web Servers.
- The System should be on web based multi-tiered architecture.
- System should automatically take additional backup on daily basis of newly uploaded file on external storage device (NAS storage Device)
- Scalable architecture to support clustering at each layer i.e., Web Server, Application Server and Database for fault tolerance & load balancing.
- The system should be completely scalable both horizontally and vertically to accommodate the changing user numbers and data volumes.
- System should be capable of hosting audio / video contents and should do server based viewing and content streaming as well as per specifications provided above.
- Support Flash and HTML5 based browsers
- System should be provision for Complaint Management System

B. E-Learning Administration

- Adequate administrative controls and security features with ability to set access controls at multiple levels.
- Security mechanism at functional level, user Group level and user role level.
- System should have restricted access Controls in a centralized manner.
- Roles and Privileges: Super User, Administrator Login, Teacher Login, School Login, Student Login, External User and User profiles.
- It should empower to Manage Audit Trails and exporting reports in various format (pdf, excel etc).
- System should have inbuilt health and monitoring tool for proactive monitoring of application and services.
- System should have inbuilt auto backup utility tool for archival of audio-video files.

C. Retrieval / Search Engine / Searching

- Extensive search facility to retrieve Files or contents
- Support saving of search queries and search results
- An Advanced Search option giving multiple fields search is also required.
- Search for files contents using classes i.e. keywords, Author, date etc
- System should have facility of picking start date and end date using drop down calendar for making search on a defined time period.

D. Audit Trail

- Support Extensive Audit-trails at user.
- System should enable maintenance of an audit trail to ensure accountability and tracking on what happened, when and by whom, etc.
- Facility to generate Audit trails on separate actions.
- Log all the actions done by individual users with user name
- Audit trail should allow to export the report in different file format (pdf, excel etc.)

E. Report

System should generate the following reports in excel and pdf format:
- By School
- By User (Student and Teacher, external User)
- By Year
- Date Range (Document creation from date and to date)
- By Category
- Title of content uploaded
- Name of user uploaded content in system
3. **Complaint Management System for Students/ Parents / Schools / Teachers**

Students, Parent and Teachers can report services issues / suggestions / feedback of facilities, cleanliness, Teaching, school exams etc to Administration through SMS. (e.g. when Student or teachers send SMS for services issue to +9188xxxx88 number then system should automatically log the complaint)

The system should necessarily integrate the following features for smooth functioning:

- System should integrate with e-Learning Web Application
- System should provide web-based administration module.
- The solution should be bilingual (English and Marathi).
- Adequate administrative controls and security features with ability to set access controls at user roles.
- System should automatically registered the new Complaint/suggestion when citizens send SMS for services issues on +9188xxxxx88 number.
- System should read and write the UNICODE format SMS as citizens can be send SMS in Marathi language.
- System should generate the complaint in UNICODE format when user send SMS in Marathi language.
- Timely Response: In response, System should send an automated acknowledgement with a unique ID SMS on Student/teacher mobile number.
- Notify immediately to the right person: System should notify through SMS and Email to the right person when new complaint/ suggestions are generated.
- Status Update : System should notify the status of the complaint through SMS to citizens mobile number when they requested the status to +9188XXXXXXXX88.
- System should allow assigning complaint to concern person.
- System should provision to update the comments for complaints/ suggestions.
- System should forward the complaint to higher authority if the complaint is pending for specified time. Thereof higher authority can personally look after the complaint.
- System should allow to send SMS to student /teacher, staff, in regards to any announcement through Web Portal.
- System should generate the reports for school-wise, complaints and suggestions.
Tender for Implementation & Maintenance of LMS in ZP schools District Osmanabad, Maharashtra in PDF and excel format.

- System should provide necessary and additional management information reports on the status of the complaint. Complete audit trail and complaint resolution history using Report in various format (excel, pdf etc.)

**ICT Overview:**

**School e-Learning Application:**
This section details out the ICT applications to be deployed to deliver the District School e-Learning Educational Services at Rural and Urban schools.

The services should be made available to the various stakeholders through the stakeholder specific portals (offline/online) for Students, Teachers, Schools, Training Institutes, Districts, and District Education Department.

In addition to underlying solution components, the enablement of the School Educational Services will require the infrastructure and security solutions such as Enterprise Management, Configuration Management, Access Management, Use Authentication and Authorization and Audit Trail to ensure the manageability and security of the solutions and infrastructure.

An interoperability framework needs to be designed to enable seamless integration across the multiple applications within the School Education landscape. The interoperability framework also enables integration between the ICT applications available on the district server and used as a service by the Rural and Urban schools.

**School e-Learning Offline Desktop Application**
School e-Learning desktop application will be made available to teachers and students in offline at government schools local machine. This application has been divided into two parts: Offline Learning Application and Online Learning Services

- **Offline Learning Application:** This is a school classroom desktop application and content can access on any schools classroom local machines or projector. This application will interact with district web server to update the school contents through the online learning web services. This desktop application contains –
  - e-Syllabus - This feature will available only on school desktop machine
  - e-Coach/ e-Mentor
  - e-District
  - e-GK
  - e-ValueEducation
  - e-Sanwad

- **Online Learning Service:** This is a learning web service and will be interacting with school classroom desktop offline application. This service will update live contents from district web server to local machine and vice versa. This service will call through
Tender for Implementation & Maintenance of LMS in ZP schools District Osmanabad, Maharashtra

scheduled task program when system comes online. Learning service contains services –
- e-Coatch/ e-Mentor service
- e-District service
- e-GK service
- e-ValueEdu service
- e-Sanwad Service

School e-Learning Online Web Application
School e-Learning online web portal will be made available to district students, teachers and parents. They can access school e-learning contents when they out of the schools on any devices, at anywhere. Schools will be getting connected to each other on this portal at instantly.

This web application will contains features like -
- e-District
- e-Coaching/ e-Mentor
- e-GK
- e-Sanwad
- e-ValueEducation

District School e-Learning program would require hardware to rolling out school e-learning applications. The hardware would be listed in below table:

<table>
<thead>
<tr>
<th>#</th>
<th>Particulars</th>
<th>Quantity Per school</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Desktop</strong></td>
<td>1/school</td>
</tr>
<tr>
<td></td>
<td>Intel Core i3 Processor, 4 GB RAM , 500GB @ 7200 RPM – SATA, Serial Port, VGA, USB ports, OS - Windows 10 Home / Professional, 18.5 LED Monitor, Keyboard, Mouse, 3 Year Antivirus, 600VA UPS backup, 3 Yrs Onsite Support and warranty, All necessary accessories</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Projector</strong></td>
<td>1/school</td>
</tr>
<tr>
<td></td>
<td>Single chip DLP®,480,000 (800×600),3,000 lm, Standard: 4,500 hours (190W) Eco mode 1:6,000 hours (190W),High-pressure mercury lamp, SVGA, VGA, contrast ratio – 2,200:1, Image Size – 30-300inch, distance 1.2 to 12.00 cm</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- 3 ft Mounting Kit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- 10 Mtr VGA cable</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Interactive Board</strong></td>
<td>1/school</td>
</tr>
<tr>
<td></td>
<td>Size: 160.5 cm W × 127.2 cm H × 12.8 cm D (63 3/16” × 50 1/16” × 5 1/16”), Active Screen area : 156.5 cm W × 117.3 cm H (61 5/8” × 46 3/16”) 195.6 cm (77”) diagonal, Digitizing resolution is approximately 32767 × 32767, DViT™ (Digital Vision Touch) technology All necessary accessories</td>
<td></td>
</tr>
</tbody>
</table>
Implementation Approach:

The School learning application is divided into two parts. Each part has been required separate infrastructure and infrastructure will be made available by CEO, Zilla Parished, or ZP officials under the innovative program schemes. Each part has been separate implementation approach:

- **School e-Learning Desktop Application and Learning Web Services** – This e-Learning desktop application and learning web services will be installed on school classroom local machine from CD or any external storage device. Learning web services would interact with district web server through the internet or data card or hotspot connection.

- **School Web Application** – This web application will be deployed on the physical servers and will be kept at ZP office. The servers will be made available to the ZP aided schools as a service. The infrastructure will be made available by ZP officials.
Successful implementation requires focused capacity building of the key personnel that are responsible for the data capture. For the schools with infrastructure, capacity building should be carried out for the administrative staff, teachers, and head masters.

The schools that have the infrastructure (or being provided with infrastructure as part of this School e-learning program) should be provided with a technical assistant in the first year after post installation for supporting the school staff in using the School e-learning System to capture the digital content and maintaining the infrastructure.

It is critical to encourage all the stakeholders including school managements, non-teaching staff in the schools, teachers, and Cluster Resource Persons to use the School Information System in their respective functions that will lead to timely capture of the data. However, for the first year, the key stakeholders, one from non-teaching staff and one from teaching staff, designated as the nodal persons in the school for implementation in the respective schools may be provided with additional incentives, both financial and otherwise in order to sustain the usage of the school information system. However, eventually it is expected all the stakeholders in the school will receive the requisite training and use the School Information System in their respective functions.

### Envisaged Outcomes and Indicative Monitoring & Evaluation Parameters

| Students & Parents Community | • View school calendar including school event campaign information, co-curricular activities.  
| | • View and access e-Syllabus content, e-Coach, e-GK, e-Sanwad, e-ValueEducation.  
| | • Get connected to other school students |
| Teachers | • View e-Syllabus  
| | • Online / offline training  
| | • Student co-curricular activities  
| | • Longitudinal tracking of students |
| School Management and Administration | • Track progress on lessons plans and Syllabus  
| | • Track different schools students innovative ideas  
| | • Track teachers students online / offline training courses  
| | • Track students and teachers value added education plan  
| | • Track and communicate to other schools at any time, at anywhere  
| | • Track district all school events  
| | • Track and provide guidance to any schools students and teachers  
| | • Streamlining of communications (including data) with school administrators and other directorates (e.g., examination, educators, professional experts) of School Education Department |
| Internal Stakeholders (Examinations Directorate, Directorate of Text Books, Education Research & Training Institutes,..) | • Access to near real-time and better quality data for policy and planning.  
| | • Longitudinal tracking of students.  
| | • Teacher Performance Assessment  
| | • Faster feedback to training institutes on the training pedagogy |
The following indicative parameters should be monitored on a regular basis to monitor the progress of implementation of the school e-learning system:

i. Number and % of schools using the school information system

ii. % of student life cycle transactions conducted online

iii. Number and % of teachers using the school information system

iv. Number of transactions on the school information system

v. Comprehensiveness, reliability and timeliness of data in the school information system

vi. Sufficiency of the data in the School Information System to generate necessary education reports for various stakeholders

vii. Efficiency gains in school management operations (e.g., receipt of nominal roles from schools, student data for scheme design and planning, ...) within the school and in the interactions with the external stakeholders with the school post implementation of the School Information System

Approval / Validation Process of Digital Learning Resources

Every e-learning content should need to meet the required standards for use in school. Not only does the content need to be accurate and appropriate for a particular age group but also needs to be free from errors of commission, omission, or hurt sensibilities (religious, caste, regional etc.). Therefore every individual piece of digital content that is being sourced through District Digital Content Certifying Authorities or private publishing houses under the district e-learning programs needs to be validated and approved before being hosted on the portal.

It is recommended to establish (or empanel) multiple number of Digital Content Certifying Authorities (DCCA) who will certify the digital content under the functional and technical guidelines to be issued by the NIC. The DCCAs would be responsible for approving digital content sourced from private entities, students and teachers. DCCAs could be from government or non-government entities as indicated below:

i. Governmental Entities – Some of the existing government entities such as NIC from CEO, ZP Osmanabad office or one teacher team at district level.

ii. Non-Governmental Entities - Centers of Excellence in particular subjects, expert education/research agencies in the private sector, NGOs with competencies in ICT adoption without having any business interest in educational content publications can be right candidates for designating as DCCAs.

Phasing and Responsibility matrix

The e-District schools are needed to undertake following definite tasks jointly or severally to facilitate implementation of this initiative. An indicative responsibility matrix is proposed in the following table:

<table>
<thead>
<tr>
<th>External Stakeholders (Higher Education,...)</th>
<th>Access to school education data for verification of records and any other integration needs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Access to students’ interest metrics</td>
</tr>
</tbody>
</table>
Tender for Implementation & Maintenance of LMS in ZP schools District Osmanabad, Maharashtra

<table>
<thead>
<tr>
<th>SR.NO</th>
<th>Task</th>
<th>Scope</th>
<th>Responsibility</th>
<th>Phasing: After post installation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hosting of Digital Contents on the Portal and Installation of School e-Learning application on each school classroom</td>
<td>All classes from 1-12</td>
<td>DCCAs, Centers of Excellence in particular subjects, expert education/research agencies in the private sector, NGOs with competencies in ICT</td>
<td>Year 3</td>
</tr>
<tr>
<td>2</td>
<td>Preparation and hosting of Video lessons, speech, Other co-curricular activities, expert guidance on different topics, expert involvement in student self-development etc.</td>
<td>Important topics Classes by eminent teachers in classroom environment</td>
<td>DCCAs, Centers of Excellence in particular subjects, expert education/research agencies in the private sector, NGOs with competencies in ICT</td>
<td>Year 3</td>
</tr>
</tbody>
</table>

**Financial Implications of the project**

**Component-wise expenditure estimates**

Total Budgetary Estimate for enabling the School e-Learning Services

i. ICT Solutions:
   a. Implementation of ICT Solutions
   b. Implementation Effort (including underlying s/w licenses for application solution components, localization of training content & documentation) across all the schools.

ii. School e-Learning Support Services:
   a. Hosting school e-learning web application on district web server
   b. Installations of school e-learning desktop application across all the schools
   c. Preparation and hosting video lessons
   d. Preparation and approaching gurus for e-Coach / e-Mentor to students
   e. Sourcing of learning objects
   f. Preparation and hosting model learning plans

iii. Client End Infrastructure and Connectivity
   a. Desktop Machine, Projector, Smart Interactive board, Internet connectivity, Power Backup
   b. Server
Annual Technical Support

Annual Technical Support (ATS) period will commence after acceptance of implementation of initial 25 schools. The total period of ATS shall be extend upto 3 years and this period of ATS can be extended by CEO, Zilla Parishad, Osmanabad for further 3 OR 5 years. During this phase vendor will undertake the following activities:

a. Resolve issues related to software.
b. Bidder shall also deploy one (01) resource to provide the support for each cluster of 10 schools.
c. Support person will be visit once a week at ZP schools to update the offline contents, training and issues if any.
d. Bidder shall change the details of e-Learning as and when required and update the same accordingly in all schools regularly.
e. Bidder shall be responsible for onsite maintenance and support of all components / items provided in this project during this ATS period.
f. The bidder shall be required to provide support for any errors / bugs / changes / change in the software during the support period.

TRAINING AND CAPACITY BUILDING

The successful bidder will provide training to the school teachers. The training would happen at the particular ZP Schools. The successful bidder will draw a training schedule and communicate the same to the concerned Schools. The successful bidder is required to train and make the staff conversant with desktop and Web Application. The training is to be carried out as per the timelines. The training shall concentrate on
• Detailed hands on training of Desktop, Web application and Smart interactive board

The successful bidder will provide training to all teachers in each ZP schools over a period of 10 days (10 Session) to make them conversant with application and aspects mentioned above.

PROJECT DOCUMENTATION

The successful bidder shall create and maintain all project documents and submitted to CEO, ZP, Osmanabad as deliverables under the agreed project timelines. Project documents include but are not limited to the following:

1. Inception Report
Inception Report should include the vendor’s approach to the project including details about methodology, resource utilization, project stakeholder’s identification, project timelines etc.

2. **Detailed Project Plan**
Details project plan should list out all activities in detail with start date, end date, duration for completion of activity & dependencies. It is preferable that Project Plan is prepared using project management tool.

3. **Communication Plan**
This plan should indicate what form of communication will be utilized for what kinds of meeting along with recipients and frequency. Communication Plan should also include the escalation mechanism of vendor for resolution of issues.

5. **SLA and Performance Monitoring Plan**
In this plan, vendor should mention how service level agreements for each item will be monitored and adhered to. The plan should also include the methods/tools to monitor the performance.

6. **Training and Knowledge Transfer Plans**
Vendor should mention the training schedule, contents for training session and the audience that it proposes to train in this plan.

7. **Issue Logs and Risk Registers**
Vendor should prepare formats for logging issues and risks by schools.

8. **Daily, Weekly Progress reports**
Vendor should prepare detailed progress reports on daily, weekly basis for capturing details like installation, s/w updates and issues etc.

9. **Technical Manuals / User Manuals**
Vendor should submit all the technical manuals on DVD’s and every machine

### PROJECT IMPLEMENTATION

#### PROJECT TIMELINES

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>TIMELINE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A. MOBILIZATION</strong></td>
<td></td>
</tr>
<tr>
<td>1. Contract Signing and Work Order Issue</td>
<td>T</td>
</tr>
<tr>
<td>2. Project Plan Submission</td>
<td>T+ 1 Week</td>
</tr>
<tr>
<td>3. Team Mobilization</td>
<td>T+ 2 Week</td>
</tr>
<tr>
<td><strong>B. E-Learning Web Application and Server Installation</strong></td>
<td>T+3 Week</td>
</tr>
<tr>
<td><strong>C. Offline Desktop Installation</strong></td>
<td>T+15 Week</td>
</tr>
<tr>
<td><strong>D. TRAINING AND CAPACITY BUILDING</strong></td>
<td></td>
</tr>
<tr>
<td>1. Completion of Training</td>
<td>15 days</td>
</tr>
<tr>
<td><strong>E. OPERATIONAL SUPPORT POST IM</strong></td>
<td>3 year from the</td>
</tr>
</tbody>
</table>
Note:
- T – Start of the project
- Time period has been mentioned in weeks
- This is a broad level project timeline chart. Successful bidder will provide a detailed project schedule at weekly level as a part of their project plan
- Payment will be made on actual basis. The volume mentioned in Annexure A –

**CONTRACT PERIOD AND ORDER EXTEND**
The contract period will be 3 years. The number of schools can be extend in this contract as per financial provision and this contract period of operational support can be also extended for next minimum 3 years mutually by CEO, ZP, Osmanabad and Successful Bidder.

**SOURCE CODE**
Successful vendor should submit the customized web application source code to CEO, Zilla Parishad, Osmanabad along-with executable files in DVD.

**QUALIFICATION CRITERIA AND BID EVALUATION**
The main qualification criteria have been mentioned below:

**QUALIFICATION CRITERION**

a. The respondent should be private limited Company under Indian Laws

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

c. The respondent should be ISO 9001:2008/2015 certificate.

d. The respondent should be a system integrator with proven skills and experience in designing, setting up and maintaining software.

e. The respondent should have minimum three work order for development and implementation of web application from government office

f. Should have qualified team of Software Professionals.

g. Capability of vendor to complete this task in 4 months.

h. Declaration by the bidder for not being Blacklisted / Debarred (To be submitted on the hundred rupees stamp paper.

i. Bidder must do on field inspection to understand the scope of work.

j. Bidder should present demo for above e-Learning software during on field inspection before submitting online tender. Bidder must have carry the software and hardware during onsite inspection.
k. Declaration letter on company letter head for in case of any changes in state board syllabus within 5 years then bidder will provide updated syllabus without any charges.

l. If the bidder is not a manufacturer. Bidder has to provide an authorization letter from manufacturer.

m. Declaration Letter for no renewal charges applied for state board school syllabus on company letter head. ZP, Osmanabad will not pay any renewal charges for software.

n. Bidder should provide a provision to teachers to add new e-learning content/presentations to existing software.

o. **Bidder should submit online compulsory documents mentioned in below check-list table.**

<table>
<thead>
<tr>
<th>#</th>
<th>Documents to be submitted</th>
<th>Submitted (Y/N)</th>
<th>Documentary Proof (Page No.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bid Covering Letter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Particulars of the Bidders (in the formats given subsequently).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Copy of Certificate of Incorporation certificate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Copy of valid Shop Act License.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Copy of last 3 year financial ITR Acknowledgement.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Copy of PF Registration certificate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Copy of work order for implementation of web application at government offices</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Copy of ISO 9001:2008 or 9001:2015 certificate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Notarized Affidavit the firm is not blacklisted by Central Government or any State</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Government organization / department in India at the time of submission of the Bid.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Declaration letter that does not contain any kind of malicious code on company letter</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>head in format given in the RFP.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Copy of valid company PAN Card.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Copy of GST Registration Certificate.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Description</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>-------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Technical Staff details.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>On Field site inspection letter for demonstration of e-learning as per scope of work from ZP, Osmanabad. Note: Purpose of this letter is to understand the project and scope of work.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Declaration letter for providing source code of web application after awarding contract on company letter head.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Profile of previous project experience.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Declaration letter for web application source code developed in .Net technology.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Declaration letter for providing source code of web application after awarding contract on company letter head.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Self-declaration firm for not having pending cases in court of law.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Copy of MSME (Micro, Small &amp; Medium Enterprises) Registration Certificate.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>The bidder has to submit valid copyright certificate of state board syllabus educational software. (If the bidder is not manufacturer of same then bidder submit the manufacturer copyright certificate.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Declaration letter on company letter head for in case of any changes in state board syllabus within 5 years then bidder will provide updated syllabus without any charges.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Declaration Letter for no renewal charges applied for state board school syllabus on company letter head. ZP, Osmanabad will not pay any renewal charges for software.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>If the bidder is not a manufacturer for state board school syllabus. Bidder has to provide an Authorization letter from manufacturer.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- All above check-list table documents are compulsory.
- Consortium / Sub-contract are not allowed.
Any organization debarred/ black listed by central/ state government/local bodies in India, at the submission of the bid, shall not be allowed to participate in the tender. ZP Osmanabad will also give opportunities to start-up company (Govt. Of India's Ministry of Commerce & Industry Notification dated 17/02/2016). If bidder demonstrate the features w.r.t scope of work then tender authority will be decide company existence condition (point #b). Respondent should be submit the startup company evidences.

BID SUBMISSION
Bidder should submit the technical and commercial proposals through online tender portal.

BID EVALUATION
A tiered evaluation procedure will be adopted for evaluation of proposals, with the Pre-Qualification, Technical evaluation being completed before the Commercial proposals are opened and compared. three-Bid system shall be followed for the bid evaluation. The first stage would be Pre-Qualification evaluation against Pre-Qualification Proposal while the second stage would be Technical and third would be the commercial evaluation. The details of evaluation have been explained below.

The bidders qualified in Pre-qualification criteria will be eligible for Technical evaluation.

A. First stage – Pre-Qualification evaluation
The first stage of evaluation would involve examination of the bid documents of each of bidders against the “Qualification Criteria” and submission of EMD & Tender fees. All bidders clearing this stage will be evaluated on the criteria mentioned in the “Technical Evaluation framework”. This is to ensure that the technical skill base, experience and other attributes claimed therein are consistent with the needs of this project. During pre-qualification bid preparation, the bidder is required to strictly adhere to the pre-qualification bid format provided in this document.

B. Second stage – Technical evaluation

Technical Evaluation Framework

Bidders who have qualified as per the Qualification Criteria of this RFP document shall be evaluated and scored by the Technical Evaluation Committee based on the basis of technical evaluation criteria mentioned in table below, assessing each bidder’s ability to satisfy the requirements set forth in the document. Minimum mark for qualification in the Technical Evaluation is 65 out of 100 (Technical Score).
<table>
<thead>
<tr>
<th>#</th>
<th>Evaluation criteria / sub criteria</th>
<th>Maximum Score</th>
</tr>
</thead>
</table>
| A | Bidder’s experience in Design, Development and Implement Software solutions for Government Sector in India  
Total No of work order for implementation of web application at government office (FY 2016-2017, 2015-16, 2014-15) >=5 = 15 marks  
Work order 1 to 2 = 3 Marks  
Work order 3 to 4 = 5 Marks  
Work Order >=5 = 10 Marks                                                                 | 10            |
| B | Bidder having Quality Certification Appropriate ISO 9001:2015 / CMMI Level 3 or above                                                                                                                                            | 05            |
| C | Total No of School has been used state board syllabus e-learning software (25 schools = 5 marks ; 100 schools = 7 marks; 150 schools = 10 marks)  
+Experience is similar project = 5 marks                                                                                            | 15            |
| D | Demonstration and Presentation w.r.t. Scope of Work mentioned in the project  
(Bidder must carry all the necessary hardware for demonstration)  
i. Understanding scope of work – 05 Marks  
ii. Demonstration of e-learning w.r.t. scope of work mentioned in RFP – 40 marks | 45            |
| E | **Approach, Methodology and Understanding of Risks in the project and Mitigation Plan**                                                                                                                                          |               |
|   | i. Current State Assessment  
Understanding of the Functional requirements (minimum 500 words limited to 1000 word document for each sub-section with necessary diagrams )                  | 8             |
|   | ii. Approach and Methodology to implement the entire project                                                                                                                                                                         | 3             |
|   | iii. Proposed system architecture including application platform, Database, security requirements section with necessary diagrams)                                                                                                        | 2             |
|   | iv. Vender Strength, Communication Plan, Quality Control, Risk Management and Migration Plan                                                                                                                                      | 5             |
|   | v. Change Management and Capacity Building Training & Documentation Plan                                                                                                                                                            | 5             |
|   | vi. Operational Support Plan                                                                                                                                                                                                          | 2             |
Note:
Bidder should give presentation (approx. duration of 30-45 minutes) with respect to detailed software Presentation, approach and methodology at the date and time specified by the department for technical bid presentation.

Bidders, whose bids are responsive and will score minimum 65 marks or above in Technical evaluation would be considered as technically qualified for opening of Commercial bid. The technical score will be denoted by the symbol “(T)“.

Please note that the scores awarded by the tender evaluation Committee will be final & binding on all parties.

C. Third Stage - Commercial Bid Evaluation

The commercial bids of only technically successful bidders as mentioned above will be opened. CEO, ZP, Osmanabad will consider the Five (05) years TCO (Total Cost of Ownership) for the purpose of Price Comparisons.

a) For other bidders their commercial scores will be evaluated using the following Formula:

\[ \text{Commercial Score (C)} = \left(100 \times \frac{\text{Total Commercial Quote of L1}}{\text{Total Commercial Quote of the Bidder}} \right) \]

b) For other bidders their technical scores will be evaluated using the following formula:

\[ \text{Technical Score (T)} = \left(100 \times \frac{\text{Total technical marks awarded to the bid}}{\text{Highest technical marks achieved by the bid among all responsive bids}} \right) \]

Computing the Final Score

The composite score is a weighted average of the Technical and Commercial Scores. The weightages of the Technical vis-à-vis the Commercial score is 30% of the Technical score and 70% of the Commercial score. The Final score \((F)\) will be derived using following formula:

\[ F = T \times 0.70 + C \times 0.30. \]

The bid with the highest Evaluated Bid Score \((F)\) among responsive bids shall be termed the Lowest Evaluated Bid and is eligible for Contract award, provided the Bidder was pre-qualified and/or it was found to be qualified to perform the Contract.

The Tender committee reserves the right to negotiate the commercial quote (including the transaction charges) and terms & conditions of the contract with the bidder whose proposal has been ranked first by the committee on the basis of best value mechanism.
Tender for Implementation & Maintenance of LMS in ZP schools District Osmanabad, Maharashtra

Please note that the scores awarded by the tender evaluation Committee will be final & binding on all parties.

**AWARD CRITERIA**

After evaluation of the proposals and subsequent negotiations, a contract will be awarded to the most responsive bidder, whose proposal conforms to the RFP and is, in the opinion of CEO, ZP, Osmanabad, the most advantageous and represents the best value to the project, price and other factors considered.

Note:

a. The evaluation done by the technical evaluation committee will be final and binding on the bidders.

b. A substantially responsive bid is one, which conforms to the requirements, terms, conditions and specifications of the Request for Proposal without material deviation. A material deviation is one which affects in any substantial way the functionality, scope, quality, or performance of the deliverables, or which limits in any substantial way, inconsistent with the Request for Proposal, The CEO, ZP Osmanabad, rights or the Bidder's obligations for performance of the project and the rectification of which deviation would affect unfairly the competitive position of other bidders presenting substantially responsive Bids.

c. Technical Evaluation committee will examine the bids to determine whether they are complete, whether any computational error have been made and whether the bids are generally in order

d. Bids received without tender fee and EMD shall be rejected

e. The CEO, ZP Osmanabad may waive any minor informality or non-conformity or irregularity in a Bid, which does not constitute a material deviation.

Besides other conditions and terms highlighted in the RFP, bids may be rejected under following circumstances:

**General Rejection Criteria**

a. Conditional Bids

b. If the information provided by the Bidder is found to be incorrect/ misleading/fraudulent at any stage / time during the Tendering Process

c. Any effort on the part of a bidder to influence the bid evaluation, bid comparison or contract award decisions

d. Bids received after the prescribed time & date for receipt of bids

e. Bids without signature of person (s) duly authorized on required pages of the bid
Tender for Implementation & Maintenance of LMS in ZP schools District Osmanabad, Maharashtra

The vendor should abide by all Terms and Conditions specified in the RFP Document. Conditional offers shall be liable for disqualification.

**PENALTY TERMS**

During the entire contract period, CEO, ZP Osmanabad may levy penalty on the vendor based on the below mentioned penalty terms:

**a. Penalty for delay in project execution**
For any delay in completion of activities of the project, department will charge penalty of Rs. 200 per day, subject to a maximum of 1% of the project value. Penalty for delay in project execution will be calculated based on the timelines.

**b. Penalty for delay in support during operational support phase**
For any delay in providing support within 2 working days of raising an issue, post submission of deliverables and payment for a particular taluka, department will charge penalty of Rs. 200 per day subject to a maximum of 1% of the project. Penalty for delay in support will be calculated based on the timelines.

**c. Penalty for breaching privacy and confidentiality of department's data/application**
The successful bidder will have to maintain strict privacy and confidentiality of all the data its staff gets access to. The successful bidder should make adequate provisions to not allow unrestricted access to the data to people in the organization who have not signed the Non Disclosure Agreement. The bidder cannot sell or part with any data in any form. Penalty of Rs. 50,000 to a summary termination of contract and forfeiture of PBG would be imposed on the successful bidder upon default of this service condition. The exact penalty will be decided by the department based upon severity of the default.

**TERMS AND CONDITIONS**

**Termination for default**
CEO, ZP Osmanabad may without prejudice to any other remedy for breach of contract, by written notice of default sent to the vendor, terminate the Contract in whole or part;

- If the vendor fails to deliver any or all of the services within the period(s) specified in the Contract / Agreement.
- If the vendor fails to perform as per performance standards
Tender for Implementation & Maintenance of LMS in ZP schools District Osmanabad, Maharashtra

**Force Majeure**

The vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, “Force Majeure” means an event beyond the control of the Vendor and not involving the vendor’s fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of war, either in fires, floods, strikes, lock-outs and freight embargoes.

If a Force Majeure situation arises, the Vendor shall promptly notify CEO, Zilla Parishad, Osmanabad in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by CEO, Zilla Parishad, Osmanabad in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, CEO, ZP Osmanabad and the vendor shall hold consultations with each other in an endeavor to find a solution to the problem on mutual discussion.

**Termination for Insolvency**

CEO, ZP Osmanabad may at any time terminate the Contract / Agreement by giving one month written notice to the vendor, if the vendor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice any right of action or remedy, which has accrued or will accrue thereafter to the tendering authority.

**Resolution of Disputes**

CEO, ZP Osmanabad and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, CEO, ZP Osmanabad and the Bidder are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration. All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by CEO, ZP Osmanabad and the other to be nominated by the vendor. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The Arbitration and Reconciliation Act 1996 shall apply to the arbitration proceedings and the venue & jurisdiction of the arbitration shall be Osmanabad.

**Forfeiting Performance Bank Guarantee**

In the event of breach of agreement, CEO, ZP Osmanabad reserves its right to forfeiting Performance Bank Guarantee of the Vendor by giving a notice of 30 days.
Extension of Agreement

At the end of contract period, CEO, Zilla Parished, Osmanabad reserves the rights to extend the contract on mutually acceptable terms for a suitable period, which can be maximum of 3 OR 5 years each.

Special Instructions to the Vendor

- The data stored in the system provided by vendor would be the property of CEO, Zilla Parished, Osmanabad.
- CEO, ZP Osmanabad will provide necessary information / data / reports from its internal department / external government / non government agencies as requested by the vendor in the interest of prompt support services.
- The price-bid shall be exclusive of all applicable taxes to be paid by the Bidder for the Work and the same will be payable extra by CEO, ZP Osmanabad as applicable after at time of delivery of services.

TERMS AND CONDITIONS

PAYMENT TERMS

Payment terms will be on back-to-back basis.

<table>
<thead>
<tr>
<th>#</th>
<th>Activity</th>
<th>Payment Milestone</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Installation and Commissioning of offline desktop application in at various ZP schools</td>
<td>90% Payment will be done on post installation of hardware (desktop, projector, Interactive board) and offline software on every 5 schools 10% Payment will be done after Installation and Commissioning of online Web e-learning web application on server</td>
</tr>
<tr>
<td>2</td>
<td>Hardware (Storage, Server.)</td>
<td>100% of total Hardware on delivery at site and Hardware on installation and commissioning.</td>
</tr>
</tbody>
</table>

Satisfactory completion of work will mean completion of all activities mentioned in scope of work.

No extra payment will be made during the operational support period. But penalty for any deviation from the service during this period will be deducted from the Performance Bank Guarantee

PROJECT TECHNOLOGY

1. E-Learning web application should be developed in .Net and Open Source database (SQL Express / MySQL / PG-SQL)
2. ZP Osmanabad will not purchase any software licenses apart from e-learning mentioned in RFP.
Annexure - A
Bidder’s Authorization Certificate

To
CEO, Zilla Parishad, Osmanabad
Osmanabad

Ref.: Tender No. ---------------

<___ Bidder’s Name ___>, <___Designation ___> is hereby authorised to sign relevant documents on behalf of the Company in dealing with Tender mentioned above. He is also authorised to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said tender.

Thanking you,

Authorised
Signatory,

<Name of the Vendor with Rubber Stamp>
Date: dd/mm/yyyy

To,
CEO, Zilla Parishad, Osmanabad
Osmanabad

Reference: Tender Number ------------

Sir,

We hereby offer for Post Implementation Support services for CEO, ZP OSMANABAD's e-Governance modules as specified in this tender document at the prices specified in the Commercial bid.

In the event of acceptance of our bid, we do hereby undertake to deploy the resources as specified in the Tender and render the Post Implementation Support services at the prices specified in the financial bid.

We agree to abide by our offer for a period of 90 days from the last date of submission of financial offer prescribed by CEO, ZP OSMANABAD and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender. We do hereby undertake to provision as per these terms and conditions.

The deviations from the requirement specifications of tendered items and schedule of requirements are only those mentioned in our response. The deviations from the terms and conditions of the tender are only those mentioned in our response.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.

Signature of Bidder (with official seal):

Name of Authorised Signatory:
Designation:

Name of Bidder organization:
### Annexure - C
### Details of Bidder

<table>
<thead>
<tr>
<th>S. No</th>
<th>Item</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of Company</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Postal Address</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Telephone and Fax numbers</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Name and designation of the person authorized to make commitments to</td>
<td>Name and designation of the person authorized to make commitments to CEO, Zilla Parish, Osmanabad</td>
</tr>
<tr>
<td>6</td>
<td>Email Address</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Year of commencement of Business</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>GST NO</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>PAN No.</td>
<td></td>
</tr>
</tbody>
</table>

Signature of Bidder (with official seal):

Name of Authorised Signatory:

Designation:

Name of Bidder organization:
## Annexure - D

**Details of Key Personnel for Project & their experience**

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Item</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Specify role to be played by him/her</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Current job title</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Date of Birth</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Gender</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Languages Known</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Educational Background</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Training / Certifications</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Total Experience in years</td>
<td>Name of Organisation From Date To Date Role</td>
</tr>
<tr>
<td>11</td>
<td>Details of Experience</td>
<td>Name of Organisation From Date To Date Role</td>
</tr>
<tr>
<td>12</td>
<td>Current job responsibilities</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Summary of Professional / Domain experience</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Skill sets</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Highlights of assignments handled</td>
<td>Name of the Assignment Client Name Project Brief Role Played Period Activities Undertaken by the personnel</td>
</tr>
</tbody>
</table>

Signature of Bidder (with official seal):

Name of Authorised Signatory:

Designation:

Name of Bidder organization:
Annexure - E

Format for Declaration by the bidder for not being Blacklisted / Debarred

Date: dd/mm/yyyy
To
CEO
Zilla Parish, Osmanabad

Sub : Declaration for not being debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid

Dear Sir,
I/We, the undersigned, herewith declare that my/our company (name of the firm) has not been debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid.

Thanking you.
Yours faithfully
____________________________________
Signature of Authorized Signatory (with official seal)
Date :
Name :
Designation :
Address :
Telephone & Fax :
E-mail address:

Annexure - G

(To be submitted on the company letter head)
Date: dd/mm/yyyy
To
CEO
Zilla Parish, Osmanabad

Sub : Declaration Letter for no renewal charges applied for state board school syllabus on company letter head. ZP, Osmanabad will not pay any renewal charges for software.

Dear Sir,
I/We, the undersigned, herewith declare that we will not charge any amount for software renewal.

Thanking you.
Yours faithfully

______________________________
Signature of Authorized Signatory (with official seal)

Date
Name
Designation
Address
Telephone & Fax
E-mail address:

Annexure - H

(To be submitted on the company letter head)

Date: dd/mm/yyyy

To
CEO
Zilla Parishad, Osmanabad

Sub : Declaration letter on company letter head for in case of any changes in state board syllabus within 5 years then bidder will provide updated syllabus without any charges.

Dear Sir,
I/We, the undersigned, herewith declare that we will provide free updates in case of any changes in state board school Syllabus.

Thanking you.
Yours faithfully

______________________________
Signature of Authorized Signatory (with official seal)

Date
Name
Designation
Address
Telephone & Fax
E-mail address:
Annexure - I

CERTIFICATE ON MALICIOUS CODE

(This certificate is to be rendered on company’s letterhead)

1. This is to certify that the hardware and the software being offered as part of the contract does not contain any kind of malicious code that would activate procedure to :-

   (a) Inhabit the desired and the designated function of the equipment.

   (b) Cause physical damage to the user or his equipment during the operational exploitation of the equipment.

   (c) Tap information regarding network, network users and information stored on the network that is classified and/or relating to security.

2. There are no Trojans, Viruses, and Worms, Spywares or any malicious software on the system and in the software developed.

3. This firm is liable in case of physical damage, loss of information and those relating to copyright and Intellectual Property rights (IPRs), caused due to activation of any such malicious code in embedded/shipped software.

(Signed)

Designation

Date:- Name and address of firm

Place:-

Company Seal (Authorized Signatory)

Place:- ________________

Date:- ________________

Annexure - J

SITE INSPECTION LETTER FORMAT

This is to certify that M/S <Company Name> has been given demonstration of as mentioned software in RFP.

(Authorized Signatory)
Annexure - K

(To be submitted on the company letter head)
Date: dd/mm/yyyy
To
CEO
Zilla Parished, Osmanabad

Sub : Declaration letter for web application source code developed in .Net Technologies.

Dear Sir,
I/We, the undersigned, herewith declare that we have developed our web application source code in .Net technologies.

Thanking you.
Yours faithfully

______________________________
Signature of Authorized Signatory (with official seal)
Date :
Name :
Designation :
Address :
Telephone & Fax :
E-mail address:
(To be submitted on the company letter head)

Date: dd/mm/yyyy

To
CEO
Zilla Parished, Osmanabad

Sub: Declaration Letter for providing source code after awarding contract of LMS

Dear Sir/Madam,

I, the undersigned, herewith declare that we will provide source code of e-learning web application after awarding contract of LMS.

(Signed)

Designation

Date:-

Name and address of firm

Place:-

Company Seal (Authorized Signatory)

Place:- __________________

Date:- __________________
## ANNEXURE M - COMMERCIAL BID FORMAT

<table>
<thead>
<tr>
<th>#</th>
<th>Particulars</th>
<th>Price per school/Unit</th>
<th>Total Price (INR)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Desktop</td>
<td>Intel Core i3 Processor 4 GB RAM, 500GB – SATA, Serial Port, VGA, USB ports, OS - Windows 10 Home, 18.5 LED Monitor, Keyboard, Mouse, 1 Year Antivirus, 600VA UPS backup 3 Yrs Onsite Support and warranty</td>
<td>1/school</td>
</tr>
<tr>
<td></td>
<td>Projector</td>
<td>Single chip DLP® 480,000 (800×600), 3,000 lm, Standard: 4,500 hours (190W) Eco mode 1:6,000 hours (190W), High-pressure mercury lamp, SVGA, VGA, contrast ratio – 2,200:1, Image Size – 30-300 inch, distance 1.2 to 12.00 cm 10 mtr extra VGA cable 3 ft. Mounting Kit</td>
<td>1/school</td>
</tr>
<tr>
<td></td>
<td>Interactive Board</td>
<td>Size: 160.5 cm W × 127.2 cm H × 12.8 cm D (63 3/16&quot; × 50 1/16&quot; × 5 1/16&quot;), Active Screen area: 156.5 cm W × 117.3 cm H (61 5/8&quot; × 46 3/16&quot;) 195.6 cm (77&quot;) diagonal, Digitizing resolution is approximately 32767 × 32767, DViT™ (Digital Vistion Touch) technology With all necessary accessories</td>
<td>1/school</td>
</tr>
<tr>
<td></td>
<td>Internet 3G-4G dongle / Broadband Connection</td>
<td>Internet connectivity for 12 Months (1 GB data for every day after post installation)</td>
<td>1/school</td>
</tr>
<tr>
<td></td>
<td>Minor work identified during installation at schools</td>
<td>Power Extension box, earthing, Proper power supply, electric Cable (upto 10 meter), switches, minor water leakages of roof etc</td>
<td>1/ per school</td>
</tr>
<tr>
<td></td>
<td>Installation and Commissioning of Advance e-Learning Application w.r.t RFP</td>
<td>Software e-Learning software for class 1 to 10th aligned with State board syllabus along with following affiliated Components Offline Desktop e-learning Online e-learning web application E-Complaint Management</td>
<td>1 / per school</td>
</tr>
</tbody>
</table>
Tender for Implementation & Maintenance of LMS in ZP schools District Osmanabad, Maharashtra

<table>
<thead>
<tr>
<th>System</th>
<th>All feature should be w.r.t RFP</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10 training session for each school.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Server</th>
<th>TWO SOCKET TOWER, Intel Xeon E5 (Octa Core) 2620 v4.2.1 GHz 64 GB RAM DDR4, 2 TB X 2 HDD 2.5&quot; Hot Swap SAS/SATA, Integrated RAID 0,1,10 (RAID 510i) 3 Yrs. Pro-Support &amp; Mission Critical/24x7 Onsite 3 Years Server Antivirus Monitor, Keyboard, Mouse OS- WINDOWS SERVER 2016 3KVA ups Backup</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Storage Device</th>
<th>WD 6TB My Cloud Personal Network Attached Storage – NAS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

Note:
- Bidder should note that the price should take care of all activities mentioned in Scope of Work
- Operational Support for 3 Years post implementation Training and Capacity Building
- All remaining related activities mentioned in Scope of Work
- if required Bidder should also take care/ setup minor electric work to rollout this project at ZP school (like extension board, earthling, proper power supply)
- Vender should quote rate considering as per applicable GST.

***END***