University of Calcutta

ITEM RATE E-TENDER

REGISTRAR DEPARTMENT
DARBHANGA BUILDING

87/1 College Street
Kolkata - 700073

University of Calcutta

Notice Inviting e-Tender

(Bidding through e-tendering mode only)

E-Tender No. : R/46/LMS/tender/26-27 (2nd call) **Dated: 23.11.2026**

The University of Calcutta invites e-tenders from eligible, experienced, and technically competent firms for **Development, Maintenance and Training of MOODLE Learning Management System (MOODLE-LMS) – 2 years comprehensive onsite support including training, maintenance and development** from experienced & bonafide firms/ organizations having credential of similar nature of work in any Government/ Semi-Govt./State Aided University/Autonomous Govt. aided Institution.

Name of Work: **Development, Maintenance and Training of MOODLE Learning Management System (MOODLE-LMS) – 2 years comprehensive onsite support including training, maintenance and development at Rajabazar Science College Campus, University of Calcutta.**

1) **Earnest Money (EMD)**: Rs. 7000.00 only. **(To be deposited Online).**

2) No interest will be paid on the EMD (if any).

3) **Completion time of the work**: 730 days (02 years) from the date of issuing work order.

4) **Bid Validity Period**: 180 days.

5) **Name of the Concerned Department**: **Office of the Registrar Department, University of Calcutta.**

6) Eligibility criteria for participation in the tender (up to date as on date):

- The intending bidder must attach the photo-copies of all the relevant documents such as **Valid Trade License in similar nature of work** , P.Tax, GST & Pan and credential for satisfactory completion of **similar nature of job amounting to 75% of the quoted value** in a single tender in the last three (03) financial years in Government, or Government Undertaking or any State Aided University. **Only completion certificate of the work will be considered as Credential of works.** Original documents**(up to date as on date)** may be asked for verification of technical checking on the date of tender opening. Failing to produce original documents, the tender will be rejected.

N.B: – Completion certificate should contain a) Name of work, b) Name and address of Client, c) Amount put to tender, d) Date of commencement of work e) Date of completion of work.

- **The bidder must have a registered office at Kolkata or surrounding districts in West Bengal. A copy of the address proof is to be submitted.**
- **The vendor must submit the certificate for the authenticity of the items from the OEM.**
- **The bidder should either be an OEM or authorized dealer of the OEM. The authorized dealer of OEM should have dealership for the last 03 (Three) financial years.**

7) **BOQ for the respective work should be uploaded along with valid trade license, P.Tax, PAN, GST & completion certificate for last 03 financial years (up to date as on date).**

8) Consortium is not allowed and No Partial Quote will be accepted.

9) **Time Extension:** Time is the essence of the contract, generally no time of extension will be allowed. But, in case of Force Majeure, the extension of time may be considered on the basis of actual situation and subject to consideration of the Tender Inviting Authority.

10) **Liquidated damage:** Liquidated damage will be charged to the contractor, if they fail to complete the work within the stipulated time as per contract@0.01% per day to a maximum limit of 10 % of the contract value.

11) **Applicability of CVC Circulars/Guidelines:** In accordance with the Vide Memo No. 1754-F(Y), Dated 19.05.2026, issued by the Finance Department, Government of West Bengal, the guideline and circulars from time to time as per Central Vigilance Commission (CVC) will be applicable to ensure transparency, fairness and competitiveness in the public procurement system.

12) **Defect& Liability Period:** The defect & liability period will be for a period of **manufacturer guarantee** from the date of completion of the job. Any defects pointed out during said period has to be mending good damages by the agency at their own cost failing which the retention money will be forfeited.

13) No extra payment will be paid beyond the tendered amount.

14) The Tender Inviting Authority reserves the right to accept or reject any tender without assigning any reasons.

15) **The intending bidder must quote all item/s rate on the BOQ, failing which his/her tender, will be cancelled. The Bidder should inspect the site for the mentioned work before bidding of the tender.**

16) **Technical Specification and Scope of the Work: -**

Development, Maintenance and Training of MOODLE Learning Management System (MOODLE-LMS) – 2 years comprehensive onsite support including training, maintenance and development

Scope of Work

The selected bidder shall provide end-to-end services for a period of two (2) years, covering design, development, deployment, hosting, operation, and continuous support of an integrated digital learning ecosystem.

17) **B.O.Q:-**

SL No.	Items	Qty.	Unit
16.1	**Institutional Website & Portal** • Design and development of a responsive institutional website • Content Management System (CMS) • Role-based user access and secure authentication • Administrative dashboards and reporting • Cloud deployment with SSL encryption		
16.2	**Learning Management System (LMS)** • Moodle-based LMS customization and configuration • Course, programme, batch, attendance, assessment, and certification management • Progress tracking, analytics, and audit-ready logs		

	• Faculty Development Programme (FDP) support		

SL No.	Items	Qty.
16.3	Hybrid Cloud Infrastructure (AWS) • Hosting on AWS Hybrid Architecture • EC2 / ECS for application hosting • RDS (MySQL / MariaDB) for databases • S3 for documents, certificates, and backups • CloudFront CDN for static content • Redis cache for performance optimization • CloudWatch monitoring and logging • Domain and SSL provisioning	
16.4	Learning Management System (LMS) • Moodle-based LMS customization and configuration • Course, programme, batch, attendance, assessment, and certification management • Progress tracking, analytics, and audit-ready logs • Faculty Development Programme (FDP) support	
16.5	Notification System • Integrated SMS and WhatsApp notification panels • Automated alerts for registration, enrolment, sessions, assessments, and certificates • Event-based triggering from LMS and Portal	
16.6	AI-Enabled Query Solution • AI-based chatbot for user support and FAQs • Assistance for navigation, course queries, and operational guidance • Integration with LMS and Portal	
16.7	Training & Capacity Building (2 Years) • Regular operational training sessions • Faculty and administrator onboarding • Certificate generation and verification support • Continuous hand-holding and system usage guidance	
16.8	Concurrent User Capacity • Initial infrastructure designed for up to 150 concurrent users • Infrastructure scalable without modification to application software	
17	Project Duration • Total Duration: 2 Years Inclusive of design, development, deployment, hosting, maintenance, training, and support	
16.10	Technical Compliance • LMS must be Moodle-based	
	• LMS must be Moodle-based • Hosting must be on AWS Hybrid Cloud • AI chatbot integration mandatory • SMS & WhatsApp integration mandatory • Security, audit logs, and role-based access mandatory	

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INSTRUCTIONS TO BIDDERS

Earnest Money (EMD):- Intending bidders are requested to deposit Rs. 7000/- online through his net banking enabled bank account, maintained at any bank or: offline – through any bank generating NEFT/RTGS challan from the e–tendering portal. Intending bidder will get the beneficiary details from e–tender portal with the help of Digital Signature Certificate and may transfer the EMD from their respective Bank as per the Beneficiary Name & Account No., Amount, Beneficiary Bank name (ICICI Bank) & IFSC Code and e–Proc Ref No. Intending bidder who wants to transfer EMD through NEFT/RTGS must read the instruction of the Challan generated from E–Procurement site.

For getting exemption of EMD: - Bidders are requested to upload the relevant NSIC / MSME Registered Certificate against each item work for getting exemption of EMD, failing which their Tender will be rejected. For that they need to select the EMD page as Yes and provide the exemption type as fixed and put the actual EMD amount in Rupees and upload the exemption document.

(Bidders are also advised to submit EMD of their bid, at least 3 working days before the bid submission closing date as it requires considerable time for processing of Payment of EMD.)

N.B.: During evaluation of the tender , the bidder may be requested to produce original hard copy of any of the documents for verification, failing which his/her tender will be liable to rejection.

Important Dates:

Sl. No.	Items	Publishing Date (s)
1	Date of uploading of N.I.T. & Tender documents (online) from this end	**23.11.2026, 06:00 P.M**
2	Documents downloading, Starting date (online)	**23.11.2026, 06:00 P.M**
3	Bid submission, starting date (online)	**23.11.2026, 06:00 P.M**
4	Bid submission, closing date (online)	**01.12.2026, 01:00 P.M**
5	Bid opening date for Technical Proposal (online)	**03.12.2026, 01:00 P.M**
6	Date of uploading of the list of Technically qualified Bidder (online)	**To be communicated later**
7	Date and Place for opening of Financial Proposal (online)	**To be communicated later**
8	Date of uploading of the list of bidders along with the approved rate	**To be communicated later**

Instructions / guidelines for electronic submission of tenders have been annexed for assisting the contractors to participate in e- tendering.

I. **Registration of Bidder:** - Any bidder willing to take part in the process of e –tendering will have to be enrolled & registered with the Government e – Procurement system through logging on to **https://wbtenders.gov.in.**The bidder is to click on the link for e – Tendering site as given on the web portal.

II. **Digital Signature Certificate (DSC): -** Each bidder is required to obtain a class - II or class – III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider.

III. **Collection of Tender documents: -** The bidder can search & download NIT & Tender documents electronically from computer once he/she logs on to the website mentioned in Clause 1 using the Digital Signature Certificate. This is the only mode of collection of Tender documents.

IV. **Cost of Earnest Money (EMD)**

Earnest Money (EMD) Quoted INR
Rs.7000/- **(To be deposited Online)**

V. **Submission of Tenders:-**

a. **General process of submission: -** Tenders are to be submitted through online to the website **https://wbtenders.gov.in** in two folders at a time for each work, one is Technical bid and other is Financial Bid, before the prescribed date and time using the Digital Signature Certificates.

b. **Technical Bid:-** Technical Bid contains scanned copies of the followings further in two covers (folder)

c. **Online bid submission (Bidder/Contractor) process in https://wbtenders.gov.inportal, download the pdf file.**

https://wbtenders.gov.in/

VI. **Statutory Cover Containing**

i. For NIT and Corrigendum if any (Download the NIT and upload the same by through digital signature).

VII. NON-STATUTORY DOCUMENTS containing the following documents (Up to date as on date):

Sl.No.	Category	Sub Category	Sub-Category Description
A.	Certificates	Certificates	1. PAN Card
			2. Professional Tax Registration Certificate
			3. GST Registration Certificate
			4. Valid Trade License in similar nature of job.
			5. NSIC / MSME Registered Certificate for getting Exemption of EMD.
			6. For non-registered organizations under NSIC/MSME, EMD documents are to be enclosed.
B.	Credential	Credential for satisfactory completion of **similar nature of job amounting to 75% of the quoted value** in a single tender in the last three (03) financial years in Government, or Government Undertaking or any State Aided University. **Only completion certificate of the work will be considered as Credential of works.**	
C.	Financial Information	**P/L AND BALANCE SHEET FOR LAST 03 (three) FINANCIAL YEAR.**	

Rejection of Bid:

Tender Committee reserves the right to accept or reject any Bid and to cancel the Bidding processes& reject all Bids at any time prior to the 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 ground for Tender Committee's action.

Note: Failure of submission of any of the above mentioned documents, the tender will be rejected.

VIII. Financial Bid:- BOQ in INR (in excel sheet)

i) The financial bid should contain the following documents in one cover (folder) i.e. Bill of Quantities (BOQ). The Bidder has to quote the rate through online in the space marked for quoting rate in the BOQ.

ii) Only downloaded copies of the above documents are to be uploaded, virus scanned & digitally signed by the contractor.

IX. Opening & Evaluation of Tender:-

Opening of Technical Bid:

i) Technical bid will be opened by the Central Tender Committee. Intending bidders may remain present if they so desire. Statutory Cover (folder) would be opened first & if found in order and correct Non Statutory Cover (folder) will be opened. If there be any deficiency in the Statutory & Non statutory documents the tender will summarily be rejected.

ii) Decrypted (transformed in to readable formats) documents of the non statutory cover will be downloaded & handed over to the evaluation committee.

iii)List of technically qualified bidders would be uploaded.

NB: While evaluation, the Tender committee may invite the bidders & seek clarification/ information or additional documents or original hard copy of any of the documents already submitted. For any anomaly or deviation in this regard, his/her tender will be rejected.

X. Opening and evaluation of Financial Bid:

Financial bid of bidders declared technically eligible by the Committee will be opened electronically from the webportalon the prescribed date and time.

XI. Penalty for suppression / distortion of facts:

Submission of false document by bidder is strictly prohibited and will be liable for rejection of the tender and blacklisted.

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University of Calcutta

GENERAL TERMS AND CONDITIONS OF THE CONTRACT

1. Refund of Earnest Money Deposit (EMD): Earnest Money Deposit (EMD) furnished by all unsuccessful bidders should be returned to them without any interest whatsoever, at the earliest after the expiry of the final bid validity period but not later than forty five days after the award of the contract. Earnest Money Deposit (EMD) of the successful tenderer should be returned, without any interest whatsoever, after receipt of performance security Deposit from him as stipulated in the contract.

2. Forfeiture of Earnest Money Deposit (EMD): Earnest Money Deposit (EMD) of a tenderer shall be forfeited, if the tenderer withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of his tender. Further, if the successful tenderer fails to furnish the required performance security within the specified period, his Earnest Money Deposit (EMD) shall be forfeited.

3. Security Deposit : The University authority will retain a sum amounting to 10% of the bill of the contract for a period of six months from the date of completion of work as **Security Deposit**. This will be released after a period of six months from the date of completion of the work on application.

4. Refund of Performance Security: Performance Security will be refunded to the contractor without any interest, whatsoever, after he/she duly performs and completes the contract in all respects but not later than sixty days of completion of all such obligations under the contract.

5. Forfeiture of Performance Security deposit : Performance security will be forfeited and credited to University of Calcutta in the event of a breach of contract by the tenderers, in terms of the relevant contract.

6. Verification of the Bank Guarantees: Bank Guarantees submitted by the tenderers as Earnest Money Deposit (EMD)/Performance Security need to be immediately verified from the issuing bank before its acceptance, through written communication.

7.The materials brought to site for execution of the work should by no means be taken out of site without the permission of the Registrar, University of Calcutta.

8. The University will not be bound to accept the lowest bidder.

9. The contractor will have to take necessary instruction from the **Registrar**, **University of Calcutta** regarding the execution of work.

10. After issuing the work order to the successful tenderer, if he/she fails to commence the work or unable to complete the work, then the EMD and Performance security amount of the said tenderer will be forfeited and no claim will be entertained.

11. Termination Clause:

i. Failing to supply and commissioning of the items as per work order within the stipulated time, the contract will be rejected except application of Force majeure Clause and EMD will be forfeited.

ii. If any deviation of quality and specification from the stipulated specification as per B.O.Q observed, the purchase order will be cancelled and EMD will be forfeited.

12. Force majeure Clause: If the work(s) be delayed for the following reasons:-
Due to war, internal emergency and other conditions such as abnormally bad weather, flood, cyclone natural calamity or serious loss or damage by fire or civil commotion, the contractor shall immediately give notice thereof in writing to the Central Tender Committee but shall nevertheless use constantly his/her best endeavors to prevent or make good the delay and shall do all that may be reasonably required to the satisfaction of the Central Tender Committee to proceed with the works.

13. Mode of payment: -

After completion of the work as per work order or any subsequent work order against the original work order the triplicates bills (RA/Final bill) duly checked and verified by the concern department with the completion certificate by the concern department and should be submitted to the office of the undersigned after completion of the work.

Sd/-
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University of Calcutta