



महात्मा गांधी अंतरराष्ट्रीय हिंदी विश्वविद्यालय

पोस्ट हिंदी विश्वविद्यालय, गांधी हिल्स, वर्धा – (महाराष्ट्र), भारत

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निविदा सूचना

सूचना क्र. : एम.जी.ए.एच.वी./008-पी.एस./2021-22/01

दिनांक : 21.01.2022

प्रतिष्ठित फर्मों से सीलबंद लिफाफों में निविदा निम्नानुसार सामग्री हेतु आमंत्रित की जाती हैं-

विवरण	निविदा शुल्क	ई.एम.डी. शुल्क	निविदा जमा करने की अंतिम तिथि
Web Podcasting System for Mahatma Gandhi Antarrashtriya Hindi Vishwavidyalaya (MGAHV)	Rs. 500/- (Non refundable)	Rs. 24,000/-	दिनांक 03.02.2022 अपराह्न 03:00 बजे तक

विस्तृत विवरण, प्रपत्र आदि जानकारी विश्वविद्यालय की वेबसाइट www.hindivishwa.ac.in तथा भारत सरकार की वेबसाइट www.eprocure.gov.in पर उपलब्ध है।

कुलसचिव



MAHATMA GANDHI ANTARRASHTRIYA HINDI VISHWAVIDYALAYA

Post Hindi Vishwavidyalaya, Gandhi Hills, Wardha-442 001 (Maharashtra)

Phone: +91-7152-255686, Website: www.hindivishwa.org

No. : MGAHV/008-PS/2021-22/01

Date: 21.01.2022

Invitation of Tender for University Web Podcasting System



Invitation to Tender

Mahatma Gandhi Antarrashtriya Hindi Vishwavidyalaya (MGAHV) invites Tender for “**University Web Podcasting System**”, providing consultancy services and development of Web Podcasting System for Academic Programmes and its implementation, operation, and training to the University’s teachers and staff along with upgradation and maintenance from reputed, professionally & financially sound and duly registered companies/agencies/firms/organizations.

The purpose of this Tender is to identify high quality conscious firms/ Companies/Agencies/Startups that will stand to the expectation of the University in terms of design, delivery and execution of the work. In the process, the University will shortlist a set of firms/Companies/Agencies/Startups which will be considered for awarding the service based on the professional competency, execution time, relevant experience and the cost of service. In order to provide an opportunity to a large number of intended firms/ Companies/Agencies/Startups the minimum requirements have been prescribed.

Tender Documents (Technical & Financial Bid) must be submitted in a sealed envelope duly superscribed. “Tender for University Web Podcasting System”.

Tender should be addressed to the Registrar and submitted by Registered / Speed post at Administrative Building of Mahatma Gandhi Antarrashtriya Hindi Vishwavidyalaya, Wardha or by **password protected document through E-mail (on registrar@mgahv.in), for which separate password should be made available by the bidders 30 minutes before opening of the proposals {Technical (Annexure-‘A’ to ‘D’) and Financial Bids (Annexure-‘E’)}**, so as to reach to the office of the undersigned on or before the deadline for submission of Tender i.e. **03.02.2022 by 03:00 pm**. Password of Financial bids should be provided by the firms 30 minutes before opening of Financial Bids.

The Technical Bid will be opened on **03.02.2022 at 4:00 pm**. Interested bidders, if desired can be present at that time. Bidder’s presentation (In-person or Online) will be held on **04.02.2022**. Link for online presentation shall be provided by E-mail to the shortlisted Bidder’s.

Financial Bid of only technically qualified bidder, shortlisted on the basis of their documentation and presentation will be opened before the Registrar, MGAHV, Wardha on **04.02.2022 by 05:00 pm**. Qualified valid bidders will be intimated by e-mail or notice will be uploaded on MGAHV website after evaluation of Technical Bids.

Interested firms or their authorised distributors or Suppliers/ Software Developer may submit their sealed Tender/password protected documents (in case of online submission) as per Pro-forma in “**Annexure-A**”. They must submit non refundable participation fee of **Rs.500/- (Rupees Five hundred only)** through Online transfer / NEFT in Account No. 972110210000005 IFSC: BKID0009721, Bank: Bank of India, Hindi Vishwavidyalaya Branch, Wardha.

The Tender document and other details are available at MGAHV website www.hindivishwa.ac.in and Govt. of India website www.eprocure.gov.in.

The MGAHV Authority reserves the right to reject any or all the offers at any stage of the process or any of the terms without assigning any reason. No correspondence in this regard shall be entertained. Any attempt on the part of contracting firms to influence, negotiate, directly or indirectly with the University will lead to its exclusion from consideration.

Any amendment/ updates to the Tender or its Terms & Conditions will be uploaded on official website of the MGAHV only.

Note: The Bidders are required to read carefully and understand all the terms and conditions, specifications, formats, instructions, etc. given in the Tender/Bid document with full understanding of its implications. Failure to furnish all information required for submission of a bid or bids not substantially responsive in every respect may result in outright rejection. The Bidder is required to give confirmation of their acceptance of all the terms and conditions mentioned in the Tender/Bid document by signing all pages of this document. Failure to do so may result in rejection of Tender/Bid submitted by the Bidder.

Registrar

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SCHEDULE

Sr. No.	Items	Details
01.	Document Name	“University Web Podcasting System”
02.	Tender Notice No. and Date	MGAHV/008-PS/2021-22/01 dated: 19.01.2022
03.	Last date of receiving queries	26.01.2022 by 05:00 pm.
04.	Last date and time for Submission of Tender along with requisite enclosures	03.02.2022 by 03:00 pm.
05.	Technical Bid will be opened on	03.02.2022 at 4:00 pm. Interested bidders, if desired can be present at that time by following Covid protocol guidelines.
06.	Date and Time of Presentation	04.02.2022 (In-person or Online) from 10:30 am onwards. Any change in this regard shall be informed by E-mail to the valid bidder's.
07.	Financial Bid will be opened on	04.02.2022 by 05:00 pm. (shall be informed by E-mail to the shortlisted Bidder's)
08.	Cost of Tender	Non refundable participation fee of Rs.500/- (Rupees Five hundred only) through Online transfer / NEFT in Account No. 972110210000005, IFSC: BKID0009721, Bank: Bank of India, Hindi Vishwavidyalaya Branch, Wardha (Maharashtra).
09.	Earnest Money (<i>Refundable without interest</i>)	Refundable Rs.24,000/- (Rupees Twenty four thousand only) through Online transfer / NEFT in Account No. 972110210000005, IFSC: BKID0009721, Bank: Bank of India, Hindi Vishwavidyalaya Branch, Wardha (Maharashtra).
10.	Validity of offer	90 days

Clarification

For any clarification, etc. the interested parties may contact the following on all working days i.e. from Monday to Friday between 10:00 am to 05:00 pm till 24.01.2022, either personally/ telephonically as per details given below or through email on spt.mgahv@gmail.com:

For Administrative query-

Shri Rajesh Arora

Assistant Registrar (Store & Purchase)

MGAHV, Wardha

Tel. : 07152-255686

For Technical query-

Dr. Anjani Kumar Ray

System Analyst/Programmer

MGAHV, Wardha

Tel. : 07152-230743



❖ About MGAHV

Mahatma Gandhi Antarrashtriya Hindi Vishwavidyalaya (MGAHV) is a Central University, established by an Act of Parliament to promote and develop Hindi language and literature, through teaching and research, with a view to enabling Hindi to achieve greater functional efficiency and recognition as a major international language. Its main campus is being developed on 212 acres land at Wardha District, Maharashtra and have three Regional centres at Kolkata (West Bengal), Prayagraj (Uttar Pradesh) & Riddhpur, Amravati (Maharashtra). The University has 08 (Eight) Schools and 20 (Twenty) teaching Departments with approx. 350 (Three Hundred Fifty) teaching and non-teaching staff. Presently, 24 (Twenty four) courses are running under Distance mode and the MGAHV is offering Under Graduate, Post-Graduate and Research Programmes in various subjects under regular mode.

Note: More information about MGAHV can be obtained from its website (www.hindivishwa.org).

❖ Scope of Work Envisaged

The service provider will be required to create web portal and App development for Mahatma Gandhi Antarrashtriya Hindi Vishwavidyalaya, as per Scope of Work mentioned below:

1. Feature

Feature of website/portal and App Full-fledged Web Podcasting System portal and App with same data/content including main features such as:

- a) User friendly, Attractive and multi sub-paged home page.
- b) Online website/app compatible and single administrative database with print ready &
- c) attractive display and flexible designed with unlimited field addition/editing/updating module for following tool/pages:
 - i. Multilingual audio uploading facilities with smart key word searching system.
 - ii. Multi dimension search system (Navigation).
 - iii. For regular (academic & administrative) notices, programs and other information/activities report posting/editing with material in the form of text, audio, image, web-link etc.
 - iv. Web pages for podcasting resources in the form of audio, image, web-link etc.

Tools for:

1. Arrangement for interactive hosting and searching.
2. Attractive image slide-viewer.
3. Provision of multilingual searching and uploading facility.
4. Administrator, Teacher and student.
5. Flexible in nature for content and pages expansion.

2. Technology

The new website/portal should use Web 3.0 based tools and open-source software like LAMP architecture, JavaScript/JQuery, HTML5, CSS3, Open LDAP etc. Following are the advised open-source technologies to be used. Bidders are requested to provide the information with respective following points:

- a) **Server Side Scripting**
- b) **Server Side Database**
- c) **O.S. Platform for hosting**
- d) **Platform for app**
- e) **Any Other Add-On Feature**

f) User Interface

The system shall provide browser based interface to the end user. To provide easy to use interface, the screen and form layouts shall be designed with maximum simplicity. The system shall be designed keeping in view that there is uniformity and consistency across the application's buttons, screens, form and report layouts. The User Interface shall be designed by incorporating the suggestions given by the end user. A prototype of the User Interface should be designed and presented to the user and the user can suggest necessary modification to be incorporated to make better use of the Interface. The complete design shall help the end user to maintain and use the system smoothly even after the end of warranty periods.

g) Language

All the modules shall be bilingual i.e. operable in Hindi (Unicode) as well as in English.

h) Reliability

Software developed and delivered should be reliable bug free and fully tested, with no functionality failure.

i) Easy Maintenance

The application software should possess features to enhance end users efficiency. Simple screen pop-up windows and minimum data fields should further add to the ease of executing the application. Minimum number of screen to accomplish a business function shall be the major design parameter.

j) Integrity of Data

To make the application user friendly, the system should ask for minimum parameters, the remaining entries that are relevant to the task (if already present in the database) shall be automatically populated in the relevant fields. This will help to minimize the entry to be done by the user and also maintain the integrity of the data.

3. Targeted User

- a) Marginal communities of India.
- b) Teachers/Researcher/Student and common users.

4. Domain and Server

- a) Registration of domain name: under ac.in
- b) Cloud space will be provided by MGAHV as per requirement of web application.
- c) Maintenance and up gradation initially for one year, extendable for five years.

5. Sign-on

- a) Single sign-in interface for entire data addition/updation/deletion.
- b) Multiple sign-in interface for data addition/updation/deletion
- c) Temporary interface/s for visitor's comments / suggestions.

6. Bilingual language support

It should be supportive to Hindi and English.

7. Security of website/portal

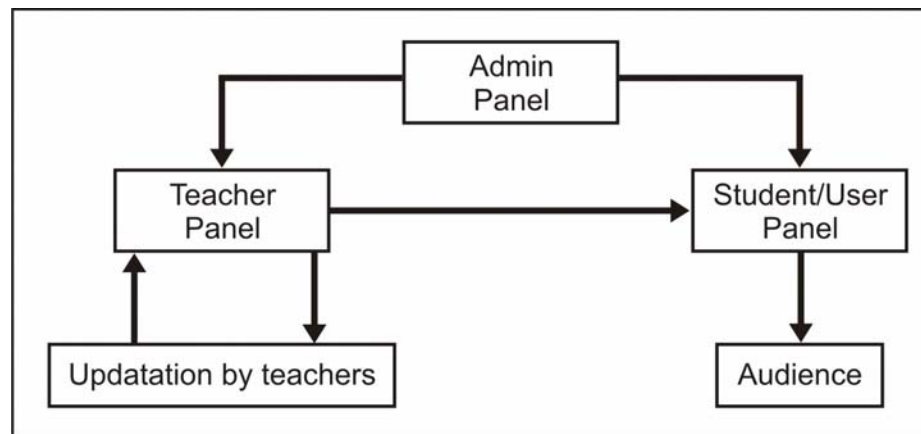
The website should allow secured socket layer and it shall be security audited according to OWASP (Open Web application Security Project) application security verification standard.

8. Navigation

The navigation system for the website/portal and app should be intuitive so that people can easily find the required stuffs. Each subpage of the website/app should work quickly and correctly. It should be kept systematic and well organized. It should have attractive font, layout, fast-loading pages, minimal scroll, consistent layout, prominent and logical navigation and descriptive link text.

9. Design

Website/portal and app must be visually appealing, polished and professional. There should be good use of soothing colour. It should have easily readable text, meaningful graphics, quality photography and simplicity in design.



10. Compatibility

The website/portal should be compatible for viewing through all the different kind of browsers and their different versions, which should be same on mobile platform also. It should not fracture or look different across the different platforms/screens. It should work perfectly and seamlessly on all devices.

11. Web Content Accessibility

Website/portal should follow Web Content Accessibility Guidelines (WCAG) as per GOI guidelines (GIGW), refer <http://guidelines.gov.in/> and certified by the Standardization Testing and Quality Certification (STQC), refer <http://meity.gov.in/content/stqc> and be social media enabled.

12. Screen Resolution

The screen resolution of the website should be high enough so that the content looks attractive and easily readable. It is accessible by any kind of device and software.

13. Search Engine Optimized (SEO)

The website should be optimized for the search engine so that it is appearing high in the search results.

14. Good search feature

The podcasting portal should have good search feature based on internal data, so that all the content should be easily searchable from the website itself.

15. Social Media Integration

The podcasting portal should have good social media integration mechanism so that user can share, follow, comment through maximum popular social media platforms.

16. Copyright and Property

All the data and code on or behind website/app will be property of the MGAHV, Wardha, Therefore, it will be mandatory for vendor to assure MGAHV, Wardha about protection of data, modules and software.

17. Online and Onsite support for Modules

As the task of MGAHV, is being/will be done from different locations, in collaborative mode, the designated vendor shall be required to provide onsite support at MGAHV, and, as may also be required, online support for those working in collaborative mode at outstation locations.

18. Training

Vendor should ensure that teachers, staff/s, users identified by the MGAHV is aware of all the development module and password of server/domain registration.

19. Upgradation of App

Timely Upgradation in version of app and its hosting on related platforms will be an assigned task of the vendor.

❖ Time Schedule

- a) Hosting of website and launching of app (Including all the interfaces, tools, bug fixes etc.) should be completed within **45 days** from the date of award of tender.
- b) The completion of each stage needs to be approved by MGAHV and the work on the next stage can only begin after the previous stage has been approved. Each stage deliverable needs to be presented before MGAHV for the final approval.
- c) The final payments will be made based on the completion certificate and total works done.

❖ Instructions (Guiding Principles)

MGAHV has framed the following guiding principles to be followed by interested participants. The best practices may be more than what are specified below:

- a) The proposed solution must be based on Service Oriented Architecture (SOA) principles and must adhere to a SOA based integration model across various applications of the IT portfolio.
- b) The proposed solution should be an Integrated, Scalable, Modular User-friendly and Highly Available.
- c) The proposed solution must implement a multi-level security across various tiers and software layers of the IT platform.
- d) Best practices from the industry must be implemented across the tiers and layers of the proposed solution and across various phases of the software development life cycle.
- e) **Software Support and Maintenance Practices**
Contract for Software support and maintenance will be initially for one year, extendable upto four more years (total **five years**) on the basis of satisfactory services provided by firm. The selected bidder must ensure that the technology / platform of the proposed software (application and system included) be of the latest version as published by the OEM (wherever applicable) and made available at no extra cost to the MGAHV.
- f) **Software Licensing**
The University would require various software licenses (OEM or otherwise) to be made available for wide use of Web Podcasting System and not be restricted to the number of users, devices or membership. The University would prefer a CPU/core based licensing that it could use to scale further while not being constrained with the number of users or devices.

g) **Setup and Commissioning**

Installation, Setup and Commissioning of the system to host the software servers along with the portfolio applications will be part of the scope of work. The server infrastructure and connectivity requirements along with the data centre details will be provided by MGAHV to the selected bidder for configuration.

h) **Language**

Proposal shall be submitted in **English** only.

❖ **Evaluation process**

All responses including the proposed solution(s) received by the MGAHV shall be evaluated by an Evaluation Committee duly constituted by the Competent Authority of the MGAHV. The responders will have to present the solution before the Committee on the date(s) informed later on the MGAHV website. Only the eligible bidders will be informed of their selection.

Proposals found to be non-responsive for any reason or not meeting the minimum eligibility criteria, as specified will be outrightly rejected. The MGAHV shall be at liberty to reject any response received from any company or consortium for the said tender.

The engagement with the Service Provider shall be finalised on mutual consent after issuance of work order.

A two-stage procedure will be adopted in evaluating the proposals viz. a Technical evaluation and a financial evaluation.

❖ **Responsibilities of the Bidder**

The selected bidder/firm will study the existing system and will design Browser based application software for activities listed under Tentative Scope of Work. The bidder responsibility is broadly divided into following tasks:

a) **System Analysis (Detailed system analysis and Design & Development)**

System Analysis for each of the identified Application which will include:

- Detailed analysis of the existing systems, whether automated or manual. This will include analysis of documents in use, detailed information requirements, reporting procedures & formats, reporting levels coding and classification being followed etc.
- Identification of unique data elements, their size, format, source, use and sequence of data storage, data volume, its frequency of updation, responsibility of the department for the updation, inter-system flow of data, current volume and growth rate etc.
- Detailed analysis of types of queries being supported, their volumes, frequencies etc.
- Preparation of Data Flow Diagrams.

b) **Project Deliverables**

- SRS (Software Requirements Specification) report with respect to modules
- Full working Source Code of the application software
- Test plans
- Acceptance Plan
- All respective manuals
- Implementation Report/ Plan
- Detailed Work Plan
- Disaster Management & Recovery Plan
- Monthly Progress Report
- Quality Control & Assurance Report
- Misc. Report(s)
- Hardware / Software requirement specification/ Equipment specifications.

c) System Design

Bidder is expected to design the proposed systems keeping in view the following points:

- The proposed systems will be implemented under Client Server environment on suitable computer systems having Centralized processing and databases with decentralized input and output.
- To ensure quick retrieval/access and also for improving the response time, the system should be completely Menu-driven and user-friendly in all respect.
- For each of the identified application system, the system designing shall be undertaken by the Bidder, which will include:
 - Preparation of Systems Flow Charts, depicting boundaries of each system, and inter-system linkages, designing of input screens.
 - Designing of output report formats and reporting procedures including reporting levels, frequency of reporting etc.
 - Designing of screen formats and menus for queries.
 - Designing of database structures. This will include deduction and design of access levels also.
 - Definition and design of security levels and password protections.

d) Documents to be developed

- Systems Flow Charts
- Systems Specifications of various application systems which for each application system will include:
 - Input forms/Screens
 - Output report formats
 - Screens for queries
 - Inter System linkages/interfaces
 - Security and Backup considerations

e) System Development Acceptance Testing

System Development for the Application system will include:

- Designing of programmes specification on the basis of Systems Specifications defined in Technical Specification
- Programming and Testing of the System
- To implement the Systems and subsequently check for the stability of software
- Implementation of the System and handing over to the users for acceptance and Operation
- Preparation of Users Manual

f) Software Implementation

The Implementation Roadmap of Application Software should be clearly specified in terms of number of days and be shown in the PERT (Program Evaluation Review Technique) chart in the Offer.

g) Technical and Users Manuals

1. Service Provider should submit a comprehensive, step by step user/technical manual (with screenshots)
2. To the minimum, the following manuals are expected to be delivered by the service provider:
 - Technical Manual for Detail Data Base Design (Process flow Centric)
 - Technical Manual for Application Software Setup & Design

- User Manual for System Administrator, Production Server
 - User Manual for end user/ operators
 - All manuals must be available as Online help as part of the System.
3. All the reports, design, documents, user and operational manual and software's developed by the firm shall remain the property of MGAHV and shall be delivered, along with a detailed inventory, at the end of the project.

h) Training of the Staff/Officials

1. Capacity building is an integral part of this project. The selected firm would train the University staff to use/operate and maintain the software solution at their own.
2. The University will identify its staff for training purpose and for future maintenance/ update of the System and inform the firm for training.
3. The firm should provide a detailed training plan for the identified representatives of the MGAHV and should basically cover the following:
 - Operation & routine maintenance of all aspect of the software
 - Troubleshooting
 - Backup / Restore of archival database

i) Facility Management Service (FMS)

The selected firm/company shall be fully responsible for the entire project Integration and to provide facility management service to maintain the same. The firm/company must provide complete onsite warranty and facility management service including upgrade and maintenance for a period of 01 (One) year which shall be further extendable depending on need. The firm /company must provide a technical person to the University for the period of Contract, who shall be responsible for overall integration, operation and smooth functioning of WEB PODCASTING SYSTEM application and other associated components including hardware and server part. The person must be capable of addressing and fixing any technical issue reported by the end user. The payment of the FMS for the period may be included or mentioned separately in the financial bid.

j) Guarantee /Warranty

The developed system installed shall be guaranteed individually for integrated operation for the contract period from the date of commissioning of the system. In case of detection of any defect in system as a whole the same shall be rectified by the Firm/ Company/ Vendor free of cost within 15 days of intimation by the competent authority of the University.

k) Hardware Requirement

The details Hardware requirement (if any) with specification for the developed system shall have to be provided by the bidder in the SRS (System Resource Study Report).

l) Bid Scope

The bidder cannot bid for a specific portion of the project and should be quoted for entire package.

m) Subcontract

The bidder shall not be permitted to subcontract any part of its obligations under the contract. Subcontracting any part or component of this contract to any individual firm or entity, shall be treated as sufficient grounds for automatic cancellation of the Contract/Agreement.

❖ General Instructions

- 1.1 The Bidders are requested to read the complete Tender document carefully before submission of Tender response form.
- 1.2 Bidder is one who has responded to the “University Web Podcasting System”. The Bidder shall duly fill in all the information specified in the pre-qualification criteria specified. In the event of any additional information required by the MGAHV other than that specified in the tender document, the Bidder shall duly submit such information in the prescribed time to the MGAHV. The Bidder shall submit the Tender Documents duly signed and stamped on each page as a part of the Tender. It shall be expressly agreed herein by the Bidder that he has read and understood the complete Tender Document and other documents / requirements and shall comply with the same except what is stated in specified Deviation /Non-Compliance statement format.
- 1.3 MGAHV shall reserve the right to verify the operation and performance of Project by the Bidder shall permit MGAHV to do so. The MGAHV will evaluate the information submitted by the capacity of Bidder.
- 1.4 Tender received with incomplete information / documents shall be rejected. Tender not adhering to Terms, Conditions, Specifications and other details as given in this document may be summarily rejected.
- 1.5 **Award Criteria:** Tender will be evaluated first to check whether all required information and documents as specified in the Tender Document are submitted and to ascertain whether the Bidder meets all Qualifying Criteria. The Bidders whose documents are found to be in accordance with the specifications mentioned in the Tender document would be short-listed and shall be invited for a presentation and/or discussion at MGAHV Campus, Wardha or requested online presentation keeping in view of Covid-19 pandemic with MGAHV Evaluation Committee. The Financial Bid will only be opened when the said bidder is qualified in technical bid.
- 1.6 The Bidder should abide by the terms and conditions specified in the Tender document. If Bidders submit conditional offers, they shall be liable for outright rejection.
- 1.7 The MGAHV reserves the right to make any changes in the terms and conditions of the Tender.
- 1.8 MGAHV may treat offers not adhering to these guidelines as unacceptable.
- 1.9 Bidder can be a proprietary or Partnership Firm or Pvt. Ltd. or Limited Company (Deed of constitution/ registration certificate to be enclosed in Tender).
- 1.10 Exemption in Tender Fee, EMD and other criteria of this tender document shall be given to the Start-up firms as per the Govt. of India norms on production of relevant proofs.
- 1.11 TDS as per applicable rated will be deducted (if applicable) from the project value.

Tender Fee (Not refundable) and Payment of EMD (Refundable without interest)

- 1.12 **Tender Fee:** Bidders are required to submit processing fee for the Tender @ **Rs.500/- (Rupees Five hundred only)** through Online transfer / NEFT in Account No. 972110210000005 IFSC: BKID0009721, Bank: Bank of India, Hindi Vishwavidyalaya Branch, Wardha. This should be part of Tender. Successful Online/NEFT Payment slip is to be attached in Technical Tender Document.
- 1.13 EMD:
 - (i) Every tender should be accompanied with an Earnest Money of **Rs.24,000/- (Rupees Twenty four thousand only)** through Online transfer / NEFT in MGAHV Account or in the form of Demand Draft from any Nationalized /Scheduled Bank in favour of the Finance Officer, Mahatma Gandhi Antarrashtriya Hindi Vishwavidyalaya payable at Wardha. Tenders received without requisite Earnest Money will be rejected out rightly.
Account details of MGAHV are as under:
A/c. No.: 972110210000005
IFSC: BKID0009721
Bank: Bank of India, Hindi Vishwavidyalaya Branch, Wardha.

- (ii) The MSME units are exempted from payment of EMD provided they should enclose proof of their Exemption Certificate issued by the competent authority.
- (iii) The EMD should be valid for a period of 45 days beyond the final bid validity period.
- (iv) EMD of unsuccessful tenders will be returned after finalisation of the tender.
- (v) EMD will be forfeited in case of:
 - a. Failure of the bidder to honour their offer.
 - b. Withdraw their offer before expiry of validity period.
- (vi) Tender will be summarily rejected under following circumstances:
 - a. EMD submitted in form of cheque.
 - b. The EMD is not of prescribed value.
- 1.14 Bidder should have the experience of minimum 3 years in field of Software development/Web development/ App development.
- 1.15 Bidder should have a turnover of at least Rs.1 Crore annually for last 3 financial years. (A certificate from the Chartered Accountant (CA) in this regard shall be submitted). Startup firms are exempted.
- 1.16 The Bidder should have executed at least two projects worth Rs. 5 lakhs each for Development of Software/Web development/App development during last Five financial years ending 31.12.2021 in any Govt./PSU/University/Public Sector etc. (Copies of Work Orders along with satisfactorily Completion Certificate shall be submitted in this regard).
- 1.17 Bidder should enclose audited balance sheets for last 03 financial years i.e. 2018-19, 2019-20 and 2020-21 of the firm.
- 1.18 Bidder should have Contact Numbers/ access for supporting customer providing 24X7 telephonic or online support.
- 1.19 The Bidder should not be Blacklisted or involved in any Corrupt & Fraudulent Practices by any Central/State Government Ministry/affiliate or Public Sector Undertaking/ University.
- 1.20 Supporting documents for fulfilling the qualification criteria will have to be submitted in Technical Document envelope No.1.
- 1.21 **Bank Guarantee**
 - a. The vendor should give Bank Guarantee for a value of 3% on contract value.
 - b. The successful bidders will have to furnish a Performance Bank Guarantee in favour of Finance Officer, Mahatma Gandhi Antarrashtriya Hindi Vishwavidyalaya payable at Wardha valid up to twelve months after the completion of contract from a Nationalized Bank/ Scheduled Bank valid till the warranty period as specified for 3% of the total ordered value within 10 days of the receipt of Order.
 - c. If the system is down for more than three working days, then MGAHV may forfeit the bank guarantee.
 - d. If MGAHV observe any unsatisfactory services after sales, discipline/ conduct, delay in repair / maintenance, then MGAHV will forfeit the bank guarantee and black list the company / firm.
- 1.22 **Conditions for extra work/change order**
 - a) The provisions of the Contract shall apply to extra work performed as if the Extra work/Change order has been included in the original Scope of work. However, the Contract price shall increase / decrease and the Time Schedule shall be adjusted on account of the Extra work / Change orders as may be mutually agreed. The Service

Provider's obligations with respect to such work remain in accordance with the Contract.

- b) The rates provided by the Bidder as part of its commercial quote will be considered as benchmark rates for placing change orders, if any.

1.23 Cancellation of Agreement

The award of contract or agreement shall be subject to cancellation due to any of the reasons mentioned hereunder:-

1. If the bidder is found false in submission of document/particulars at the time of award of assignment.
2. If the bidder is found deviating from any quality and delivered period/work plans, adherence to guidelines, Statutory regulations, safe keep of all physical and electronic artifacts, conduct/ discipline etc. while executing the job.
3. If the bidder fails to execute the job as per defined scope, delivery targets, technical inefficiency, quoted rate or any other point previously agreed, after University issue the letter of intent.

1.24 Delays in Service Provider's performance

- a. The Service Provider shall perform in accordance with the time schedule specified by Department as indicated in tender document.
- b. An unexcused delay by Service Provider in the performance of its contract obligations shall render the Service Provider liable to any or all of the following sanctions:
 - i. imposition of liquidated damages; and/or
 - ii. Termination of the Contract for default.
- c. If at any time during performance of the Contract, the SERVICE PROVIDER should encounter conditions impeding timely completion of the services under the contract and performance of services, the SERVICE PROVIDER shall promptly notify the MGAHV in writing of the fact of the delay, it's likely duration and its causes.
- d. As soon as practicable, after receipt of SERVICE PROVIDER's notice, MGAHV shall evaluate the situation and may at its discretion extend the SERVICE PROVIDER's time for performance, in which case the extension shall be ratified by both the parties by amendment of the Contract.

1.25 Liquidated Damages

Subject to clause for Force Majeure if the bidder fails to comply the contractual obligations before the scheduled completion date or the extended date or if Bidder repudiates the Contract before completion of the Work, the MGAHV, at its discretion, may without prejudice to any their right or remedy available to the MGAHV under the Contract recover Liquidated damage @ 1% per week subject to a maximum of 10%, will be computed on CAPEX value of contract will be recovered from Implementation Agency for the delayed period of a maximum 2 weeks. Subsequently, the department may consider cancellation of contract.

1.26 Force Majeure

For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the Supplier that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Supplier. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

Tender Response Form

Note: Details filled in this form must be accompanied by self attested sufficient documentary evidence, in order to verify the authenticity and correctness of the information.

Sr. No.	Description	Details (To be filled in by the responder to the Tender)
1)	Name of Company/Firm/Organisation	
2)	Complete registered address of the Company/ Firm/ Organisation	
	Telephone No. (with STD Code)	
	E-mail	
	Website (if any)	
3)	Name of the Proprietor /Partner/ Owner etc.	
4)	Name of the Contact person and Mobile/Tel. No.	
5)	Details of Company's Registration	
	Name of Registration Authority	
	Registration Number and Year of Registration	
	Product/ Service for which registered with validity period	
6)	GST Registration No.	
7)	Permanent Account Number (PAN)	
8)	Details of Tender Fee	
9)	Details of EMD	
10)	Whether the company complies with the Requirement under the Contract Labour (Regulation and Abolition) Act?	Yes/No
11)	Name of the Authorized Signatory, who is authorized to respond to the Tender (as per Annexure-'B')	
12)	Have attached successfully executed at least two projects worth Rs. 5 lakhs each for Development of Software/Web development/App development during last Five financial years ending 31.12.2021 in any Govt./PSU/University/Public Sector etc. (as per Annexure-'C')? Copies of Work Orders along with satisfactorily competition reports have been submitted in this regard.	Yes/No
13)	Self-Declaration/Undertaking by the bidder regarding Ineligibility or black listed with any of the Government/ Public sector unit /Agencies during last 05 (Five) years on their letter head is attached (as per Annexure-'D')	Yes/No
14)	Have attached audited balance sheets for last 03 years i.e. 2018-19, 2019-20 and 2020-21 of the firm?	Yes/No 1) 2018-19 2) 2019-20 3) 2020-21
15)	Are you able to provide total integration & solution self-certification?	

16)	Additional documents/information (Please attach separate sheet, if required and include additional details)	
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The following notes offer guidance to proposing responder in the form of a model outline for their response document. All the headings indicated below must be addressed in the sequence shown, providing as much relevant detail as possible. *(Conformance to this outline will assist the subsequent evaluation and selection activities, and any variations should be documented).*

Additional headings and information may be provided by the proposing responder where they are required to include additional details or explanations.

Description of the proposing responder :

- i. Specifically include legal status, ownership, and the name of the person within the company who is responsible for this project.
- ii. The proposing responder's general understanding of the project requirements and the proposed total solution.
- iii. Describe the strategy suggested for future upgrade of the supplied equipment and / or products and any impact this strategy may have on operation etc.
- iv. Scope of work compliance as per the document.

Date: _____

Authorised signatory

Place: _____

Name :

Designation :

(Office seal)

Authorization to Sign the Tender Document

(To be given on Company/Firms Letter head)

To

The Registrar
Mahatma Gandhi Antarrashtriya Hindi Vishwavidyalaya
Post Hindi Vishwavidyalaya, Gandhi Hills,
Wardha-442 001 (Maharashtra)

Sir,

This has a reference to your Tender No. dated for Consultancy Services for Designing, Development, Implementation, Training & Maintenance of Web Podcasting System of the Mahatma Gandhi Antarrashtriya Hindi Vishwavidyalaya (MGAHV).

It is hereby confirmed that, Mr./Ms. working as is entitled to act on behalf of our Corporation/Company/Firm/Organization and empowered to sign this document as well as such other documents, which may be required in this connection.

The specimen signature of Mr./Ms..... is as given below.

(Signature 1)

(Signature 2)

I,, certify that I am <designation> of <company>, and that Mr./Ms. whose specimen signatures are given above is authorized to bind the corporation by authority of its governing body.

Date: _____

Place: _____

Signature :

Name :

Designation :

(Office seal)

Information on Past Assignments

Date: _____

Provide information in the format below on each assignment for which your firm was legally contracted during the past 05 (Five) years ending on 31.12.2021:-

Sr. No.	Assignment Name	Details
1.	Name and Address of the Client	
2.	Project start and completion date	
3.	Project cost/value	
4.	Narrative description of projects	
5.	Professional staff provided by your firm	
6.	No. of staff	
7.	Name and contact address of senior staff (team leader) involved in the project.	

Date: _____

Place: _____

Authorised signatory

Name :

Designation :

(Office seal)

Undertaking*(To be submitted by the bidder on his Company's letter head)*

- i. I/We hereby undertake that I/We have read and understood the Tender document completely.
- ii. I/We hereby undertake that I/We understand that the Scope of Work and Requirement of this Tender is indicative only and not exhaustive in any manner and that the final scope of work and technical specification will be decided by MGAHV at their discretion.
- iii. I/We hereby undertake that I/We understand that the MGAHV reserves the right to finalize the scope of work and requirements at its discretion, which may be based on my/or proposed solution and/or any other bidder proposed solution and/or as decided by the MGAHV. I/We hereby declare that I/We shall not be having any claim and/or right for the said usage. I/We hereby undertake to provide the requisite OEM authorization as and when required and/or asked for by MGAHV, as per the solution and/or requirements, as decided by MGAHV at their discretion.
- iv. I/We hereby undertake that I/We understand that the MGAHV reserves the right to float a separate Tender for the scope of work and requirements as mentioned above of this Tender irrespective of the outcome of this Tender.
- v. In case any provision of this Tender is found violated, then for MGAHV shall without prejudice to any other right or remedy be at liberty to reject this Tender.
- vi. I/We hereby undertake that the MGAHV reserves the right to shortlist responder(s) for further tendering of this Tender and in case of my/our response being rejected, I/We shall have no claim of any short in the further tendering process. Further MGAHV shall be at liberty to allow any firm to respond in the Tender process at the stage for "Request for Proposal" irrespective of the fact that the firm allowed has participated in the Tender or not and I/We shall have no claim of any sort on such process.
- vii. I/We hereby undertake that I/We shall comply with the scope of work and requirements and there are no deviations of any manner in this regard from my/our side.
- viii. I/We hereby undertake that in case my/our response to this Tender is shortlisted, I/We agree to bid for the further Tender as and when asked for by MGAHV based on the terms and conditions and technical specifications and scope of work as finalized and decided by the MGAHV at their discretion.
- ix. I/We undertake to be the single point of contact for MGAHV and shall be solely responsible for all warranties, upgrades, and guarantees etc. offered by the OEM, and system integration and facilities management and for the entire scope of work and requirements as per the service levels defined in the subsequent Tender document.
- x. I/We hereby affirm that our response is valid for a period of 90 days from the date of Tender submission.
- xi. I/We declare that my/our firm/company is not black-listed or declared ineligible by any Government/ Public sector unit /Agencies during last 05 (Five) years.
- xii. I/We hereby declare that my/our Tender is made in good faith and the information contained is true and correct to the best of my/our knowledge and belief.

Date: _____**Authorised signatory****Place:** _____**Name :**

.....

(Office seal)

FORMAT FOR FINANCIAL BID*(To be submitted by the bidder on his Company's letter head)*

S.N.	Item Description		Rate	Tax		Total Amount
				in % age	Amount	
1	Cost of creation of University Web Podcasting System Academic Programme and App Development	One time				
2	Annual Maintenance Contract of the University Web	1 St Year				
3	Podcasting System	2 nd Year				
4	Academic Programme	3 rd year				
5	and its App (if required)	4 th year				
6		5 th year				
	Total					
Total (In Words):						

NOTE :

- 1) It is certified that our firm comes under GST (normal/composition scheme/ Not applicable (proof enclosed)
- 2) 90% payment will be released, only after successful installation and commissioning of the website/portal and app.
- 3) 10% payment will be released after satisfactory services.
- 4) AMC payment will be released on the completion of each quarter (if required).

Date: _____**Authorised signatory****Place:** _____**Name :****(Office seal)**