



SPECIAL TERMS AND CONDITIONS OF TENDER

TENDER No. MM/172/E23811 Dated 09-08-2021

1. SCOPE OF WORK

The scope of the work envisages the supply, installation, testing overall integration and commissioning of a Learning Management System (LMS) solution. The system should be with a server, Virtualization software, LMS software, storage, etc. The scope of work shall consist of the following steps:

1. All hardware and software delivery
2. Server hardware and NAS installation and Induction to the existing network
3. VMware installation & licensing
4. Deploying VMs using VMware
5. Moodle installation and deployment
6. Old Moodle data migrations
7. Backup solution deployment
8. Articulate software installation & licensing
9. Handing over with 3 months' on-site engineer support

as per the attached Technical Procurement Specifications, terms and conditions of tender etc.

2. DELIVERY

Delivery of the items shall be made to:

Dy. General Manager(CSC),
FACT Head Office,
Udyogamandal,
Ernakulam, Kerala 683501

3. DELIVERY PERIOD

The entire work including delivery, installation, testing and commissioning and training shall be completed within 8 (eight) weeks from the date of issue of Purchase order.

4. TERMS OF PAYMENT

	Item	Time schedule	Payment	Liquidated Damages & Remarks
1	Delivery of all Hardware, software at FACT, Udyogamandal	6 weeks from the date of issue of Letter of Intent (LOI)	50% of Hardware, and software cost, supported by original invoices	0.5% of total cost ,per week , upto a maximum of 7.5%
2	Installation, testing and commissioning of individual as well the total system of all Hardware and software including basic training	8 weeks from the date of issue of Letter of Intent (LOI)	40% of Hardware and software cost	
3	Total completion of the project in all respects and submission of Performance Bank Guarantee	8weeks from the date of issue of Letter of Intent (LOI)	Balance payment on submission of 10% Performance Bank Guarantee	



4	Support Staff Services at H.O.	For three months from the date of commissioning for trouble shooting and smooth handover of the system to FACT.	On a Man-month basis after three-month period	---
---	--------------------------------	---	---	-----

5. WARRANTY:

As per tender specifications.

6. Earnest Money Deposit

In lieu of Earnest Money Deposit, "Bid Security Declaration" shall be submitted along with the bid (Bid Security Declaration format is attached along with tender documents). Earnest Money Deposit (in INR) need not be submitted through RTGS/NEFT as indicated in the tender documents.

7. SECURITY DEPOSIT:

The Bidder shall, within 15 days of receipt of order, furnish towards security for faithful performance of ORDER a cash deposit or a Bank Guarantee for a value equal to 3% of the ORDER Value in the Proforma attached. Security deposit shall be 3% of the value of the contract (instead of 5% of the value of the contract as indicated in tender documents).

8. PERFORMANCE GUARANTEE:

The bidder shall provide performance guarantee to the effect that the system will meet the requirements set forth in the PO with respect to quality, specifications and performance. To ensure optimal performance of the system supplied by the bidder till the completion of warranty, a Performance Bank Guarantee (PBG) of 10% of the total order value shall be submitted in the respective format till the completion of warranty period.

9. EVALUATION CRITERIA

Price Bids submitted by those bidders who are pre-qualified for this tender and whose techno commercial offers are acceptable only will be opened. The price will be evaluated as a single package for all the items in this tender and order will be placed on the lowest bidder.

10. ORDER OF PRECEDENCE

In the event of any conflict between this Special Terms & Conditions and the Terms and Conditions mentioned elsewhere in the enquiry document, the former shall prevail to the extent applicable.