



**Maharashtra State
Faculty Development Academy**



+91 72620 79089



412-B, Bhamburda, Bahirat Patil Chowk,
Model Colony, Shivajinagar, Pune, Maharashtra 411016



msfda.mh@gmail.com



www.msfda.org.in

MSFDA/Pune/2022-23/672

Date: 21/12/2023

Quotation Notice

The Maharashtra State Faculty Development Academy is a Section 8 company registered under the Companies Act of 2013. At the moment, the Maharashtra State Faculty Development Academy in Pune is working with 35 different organizations. The Maharashtra State Faculty Development Academy is collaborating with these 35 organizations on a variety of training programs.

A significant number of programs offered by MSFDA are now offered offline, while some are also offered in hybrid mode (offline + online). MSFDA is willing to offer its programs online for participants who are unable to attend offline programs/workshops. So it was decided to have its own Learning Management System (LMS). Through LMS, teachers who are unable to visit MSFDA in person might still participate and get benefit from the training programs.

Eligible and experienced vendors are requested to submit their proposal and quotation for the **Development and Hosting of a Learning Management System (LMS)**. The technical details for this project have been annexed with this Quotation Notice.

Vendors are expected to submit their technical proposal and commercial quotation in two separately sealed envelopes. The Technical Committee will review technical quotations and only consider commercial quotations from vendors who score 60% or above. The selected quotations will then proceed to the financial stage.

Technical and Financial documents sealed in separate covers marked with **Technical Document and Financial Quotation** should be submitted to the Administration Department, Maharashtra State Faculty Development Academy (MSFDA), 412-B, Bhamburda, Bahirat Patil Chowk, Laxmi Society, Model Colony, Shivajinagar, Pune between 21/12/23 to 05/01/24 by 3.00 pm.

for,

**General Manager (Administration)
Maharashtra State Faculty Development Academy, Pune**

**Maharashtra State Faculty
Development Academy
Pune**

Annexure

**Request for Quotation for
Online Learning Management Systems and Hosting
for
Maharashtra State Faculty Development Authority**



**Maharashtra State
Faculty Development Academy**

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1 INTRODUCTION

1.1 About MSFDA

The Department of Higher and Technical Education has established Maharashtra State Faculty Development Academy, a section 8 company for faculty training in Maharashtra to impart comprehensive training, for instilling professionalism, competence and deep commitment in every teacher in the field of Higher & Technical Education in the State.

1.2 Centres of MSFDA

1. There are seven Centres of Excellence in MSFDA to carry out trainings/work in their respective areas. The seven Centres are:
 - i) Centre for Multi-disciplinary Curriculum & Pedagogy
 - ii) Centre for Leadership Development
 - iii) Centre for Inclusion & Diversity
 - iv) Centre for Innovation & Cutting-edge Technology
 - v) Centre for Resources
 - vi) Centre for Networking
 - vii) Centre for Evaluation and Assessment

1.3 Building and Infrastructure

The building of MSFDA has been constructed by Maharashtra State Board of technical Education (MSBTE) at Bhamburda, Bahirat Patil Chowk, Shivaji Nagar, Pune. The building has all the amenities required for a training institute such as Conference Hall, 4 Classrooms, 2 Computer Labs, Recording Studio, Cafeteria, 18 accommodation rooms, etc.

1.4 Trainings

1. Each of the Centers mentioned above plans and executes trainings related to their domains. Training programs have been initiated from December 2021.
2. MSFDA executes two types of trainings

- i) In-house trainings: Coordinated by MSFDA themselves, examples – Faculty Inductions Programme (FIP) for newly appointed teachers; Transition to Leadership trainings for newly appointed Principals.
- ii) Training in partnership with expert organizations/Universities on specific thematic areas.

1.5 Purpose of this Request For Quotation (RFQ)

The intent of this RFQ is to seek proposals from competent agencies / individuals in the field of online Learning Management Systems so as to enable MSFDA to offer the various courses being offered by MSFDA in an online mode.

2 GENERAL TERMS

2.1 Eligibility

- The bidder should be in the field of providing learning management systems (LMS) for at least three years.
- The bidder should have previously prepared LMSs for educational institutions / purposes of education
- The bidder should have a local presence in Pune and Maharashtra

2.2 Validity

The proposals submitted shall remain valid for a period of 6 months from the submission date.

2.3 Bidder commitment

1. Proposals submitted in response to this invitation will be considered as a contractually binding undertaking on the part of the Bidder, should the Bidder's proposal be found acceptable to the Executive Director (ED), MSFDA.
2. All materials received by ED, MSFDA as a result of this Bid become the property of ED, MSFDA and are not returnable. ED, MSFDA accepts no financial responsibility for any cost incurred by any Bidder in responding to this Bid. Regardless of the Bidder being selected or not, ED, MSFDA reserves the right to use any information presented in the Bid to ED, MSFDA's requirement.
3. Proposals submitted in response hereto should not be construed as an obligation on the part of ED, MSFDA to award the Order for any or all items/services or a combination of services or items.
4. The bids submitted by the Bidders should be clear & unambiguous.

2.4 Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its bid, and ED, MSFDA in no case, will be responsible or liable for these costs, regardless of conduct or outcome of the bidding process.

2.5 Bidding Document

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding

documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

2.6 Amendment of Bidding Documents

1. At any time prior to the timeline for submission of bids, this office may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective Bidder, modify, change, incorporate or delete certain conditions in the bidding document or issue additional data to clarify an interpretation of the provision of this RFP by issuing supplements to this RFP. Any such supplement shall be deemed to be incorporated by this reference into this RFP.
2. All prospective Bidders who have received the bidding documents will be notified of the amendment in writing and will be binding on them.
3. In order to allow prospective Bidders reasonable time to take into consideration the amendments while preparing their bids, ED, MSFDA, at his discretion, may extend the timeline for the submission of bids.

2.7 Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and MSFDA shall only be in English language.

2.8 Bid Currency

Prices shall be quoted in Indian Rupees only.

2.9 Eligibility Documents

1. The Bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the bidding documents of Services, which the Bidder proposes to provide services under the contract.
2. The documentary evidence of conformity of Services to the bidding documents may be in the form of literature, drawing and data, and shall consist of a detailed description of the essential technical and performance characteristics of end products.
3. The Bidder shall note that standards for workmanship, material and equipment, and references to international brand names or catalogue numbers designated by MSFDA in its Technical Specifications are intended to be descriptive only and not restrictive.

2.10 Period of Validity of Bids

Quoted prices shall be firm & valid for a period of **six months** from the due date, or extended due date of the tender for the placement of order. For successful Bidders, the quoted price shall remain firm without any escalation till execution of the complete job.

2.11 Clarification to tender document

At any time after the issue of the tender documents and before the opening of the tender, ED, MSFDA may make any changes, modifications or amendments to the tender documents and shall send intimation of such changes to all those who have downloaded the original Tender documents.

2.12 Submission of Bids

The proposals should be submitted in two **sealed** envelopes marked “Technical Proposal” and “Commercial Proposal” to the following address:

General Manager (Admin)
Maharashtra State Faculty Development Academy,
Model Colony,
Shivajinagar, Pune, Maharashtra 411016

Contact Person: Mr. Sujit Kamble, Manager (IT)
email: administration@msfda.ac.in

The proposals shall be submitted before 5th January 2024, 3 pm.

2.13 Award Criteria

1. ED, MSFDA will award the contract to the successful Bidder as per the evaluation criteria mentioned in the bid evaluation section provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.
2. ED, MSFDA reserves the right to award the contract in parts to more than one Bidder, provided further that the Bidders(s) are determined to be qualified to perform the contract satisfactorily.

2.14 Right to Accept / Reject Any or All Bids

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

2.15 Notification of Awards

1. Prior to the expiry of the period of the bid validity ED, MSFDA will notify the successful Bidder in writing. The Bidder will confirm the same in writing.
2. The notification of award will constitute the formation of the Contract.

2.16 Corrupt or Fraudulent Practices

1. MSFDA requires that the agencies participating under this tender observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, MSFDA defines for the purposes of this provision, the terms set forth as follows:
2. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution; and "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or execution of a contract to the detriment of MSFDA, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive MSFDA of the benefits of the free and open competition;
3. MSFDA will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
4. MSFDA will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.
5. The past performance of the Bidder will be crosschecked if necessary. If the facts are proven to be dubious the Bidders tender will be ineligible for further processing.

2.17 Interpretation of the clauses in the Tender Document / Contract Document

1. In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, ED, MSFDA's interpretation of the clauses shall be final and binding on all parties.
2. The decision taken by ED, MSFDA in the process of Tender evaluation will be full and final.

2.18 Right to terminate the process

1. ED, MSFDA may terminate the RFP process at any time without assigning any reason. ED, MSFDA makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone.
2. This RFP does not constitute an offer by ED, MSFDA. The bidder's participation in this process may result in ED, MSFDA selecting the bidder to engage to further discussions and negotiations towards execution of a contract. The commencement of such negotiation does not, however, signify a commitment by ED, MSFDA to execute a contract or to continue negotiations.
3. ED, MSFDA has the right to terminate this discussions and negotiations process without assigning any reason and no costs will be reimbursed to the participating bidders.

2.19 Rights to the Content of the Proposal

All the bids and accompanying documentation submitted as bids against this RFP, will become the property of MSFDA & will not be returned after opening of the prequalified proposals. If any bidder does not qualify in pre-qualification evaluation, the technical proposal may not be evaluated. The Commercial Proposal shall be returned unopened to the bidder after the completion of the entire bid evaluation process. Also, the commercial proposals of technically disqualified bidders would be returned unopened to the bidders after the completion of the entire bid evaluation process. ED, MSFDA is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. MSFDA shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure. ED, MSFDA has the right to use the services of external experts to evaluate the proposal by the bidders and share the content of the proposal either partially or completely with the experts for evaluation with adequate protection of the confidentiality information of the bidder.

2.20 Disqualification

The proposal is liable to be disqualified in the following cases:

- a. Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal;
- b. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices;
- c. The bidder qualifies the proposal with its own conditions or assumptions;
- d. Proposal is received in incomplete form;
- e. Proposal is received after due date and time;
- f. Proposal is not accompanied by all the requisite documents;
- g. A commercial/technical bid submitted with assumptions or conditions.
- h. If the bidder provides any assumptions in the commercial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest (best value)
- i. Proposal is not properly sealed or signed;
- j. If bidder provides quotation only for a part of the project;
- k. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period of the contract if any;
- l. Commercial proposal is enclosed with the same envelope as technical proposal;
- m. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process;
- n. In case any one bidder submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified;
- o. Bidders may specifically note that while evaluating the proposals, if it comes to ED, MSFDA's knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this contract as well as for a further period of three years from participation in any of the tenders floated by MSFDA;
- p. If, the bid security envelope, technical proposal and the entire documentation (including but limited to the hard and soft/electronic copied of the same, presentations during technical evaluation, clarifications provided by the bidder) submitted along with that found to

contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid;

- q. Bidders or any person acting on its behalf indulges in corrupt and fraudulent practices; and
- r. In case bidder fails to meet any of the bidding requirements as indicated in the RFP.

2.21 Sub-contracting

For the purpose of this tender a Sub-contract would mean “Any agreement, purchase order, or any such legal instrument issued by the agency for this Project / contract to a third party, the subcontractor, calling for the performance of a defined piece of work or production and/ or delivery of specified Goods or services as permitted herein.”

Sub-contracting or outsourcing will not be permitted. However, sub-contracting, with prior approval and consent of MSFDA, for activities that are non-technical in nature, may be considered at the sole discretion of MSFDA.

3 PROJECT SCOPE

MSFDA is looking for an agency, to develop an online learning platform for MSFDA to host the created content and disseminate the same through a learning management system.

The LMS should integrate with the current MSFDA portal (msfda.ac.in) for currently active features such as registration, payment gateway and so on.

Development and Implementation of Learning Management System (LMS)

A customized open source Learning Management System (LMS) should be developed for MSFDA which can efficiently handle the delivery of our course content with the ability to add Video Lectures, Flip Books / Presentations, Assessments and Discussion Forum.

The proposed implementation should have the following basic features and functionalities.

Open Source & Complete Ownership

The proposed LMS should be a true, full-featured open source with complete ownership of the application and data. LMS should provide full control over the privacy and security of data, whether it is hosted on our own servers, or any of the standard third party cloud solution.

Standards

The LMS should support common educational technology standards as well as security and accessibility standards.

Interface

It should be tailor-made according to our needs and customized with our brand name and preferred themes whether our courses are instructor-led, self-paced, blended or entirely online.

Customised Functionalities

It should be able to extend and customise the functionality to meet our needs using plugins / add-ons and Certified Integrations with third party software, by

1. Providing for promotion, admission, sharing and screening of applications, and scrutiny of each learner's form with attachments and submission of completed application forms to MSFDA

2. Providing support with an integrated online payment gateway for online admission management, fees management system and link it with the website.
3. Providing Virtual Campus using learners' credentials with a login, password which will provide learners with the complete learning ecosystem and will guide them through their chosen course of study, through synchronous and asynchronous lectures with access to the discussion threads, chats, doubt clearance sessions, etc.
4. Creating a learners support cell for query, solving and counselling.

Accessibility

The LMS should be inclusive and accessible for all stake holders. It should be able to perform accessibility audits and develop in line with common accessibility standards (WCAG 2.1). It should have integrated text accessibility checking tools to help us build courses and content with full support for all learners.

Support for All types of Learning

LMS should support all types of learning from fully online learning to a blended approach, from self-paced courses to collaborative learning, from academic learning to corporate learning. As online learning is different everywhere, it should support all types of learning processes and views of online education.

Security

As an open source LMS, it should have a large group of developer community looking at the source code and collaborating on making it more secure through well-established processes. Fixes should be reported globally and applied to past releases. Security features will apply to mobile app and should follow established standards.

Privacy

The LMS should have incorporated world-leading privacy compliance features and should allow us to configure our LMS site to meet our local privacy legislation requirements. LMS should have built-in tools to manage privacy and site policies, age-of consent checks, data collection purpose and retention periods, as well as perform data exports and handle deletion requests.

Flexible Learning

LMS should support deep collaborative learning through group activities forums foster peer review in workshops: run our learners through a checklist for compliance or provide a full-scale MOOC for thousands of learners according to our online education style as preferred by the University

Progress Tracking

We should be able to monitor our learners' performance and progression with learning plans based on custom competencies and scales. Allow the learners to view their own plans so they can see the associated competencies and track their own progress towards achieving them. Should have learning analytics to receive insights to predict and support students at risk of failing.

Cross Platform Learning

LMS should have Mobile APP, so that our learners can access all our content, submit activities and complete assignments from their mobile devices. Mobile notifications should be available to always keep the students updated.

User Friendly Offline Learning

LMS Mobile App should allow full courses to be downloaded onto mobile devices, helping learners with limited data plans or bad connectivity. They should be able to do everything offline, such as reading materials, answering quizzes or writing on discussion forums. When the internet connectivity is prevalent everything they've done should be securely uploaded back to the site.

Integrate with all our existing systems

The LMS should streamline our processes by seamlessly connecting LMS with external platforms and services. Should be able to Integrate LMS with video conferencing for live meetings; Student Information Systems, plagiarism detection; portfolios, popular document suite, content repositories etc.

3.1.1 Functional Requirements

1. Front-End

- a. Fully responsive, front-end, accessible on multiple devices (desktop, laptop, tablet, mobile phone)
- b. Customizable Admin & User Dashboards (for Admins, instructors, students and institutions)
- c. Admin dashboard should be dynamic for uploading, editing variables like course structure/fee structure etc.
- d. Admin dashboard and user panels should also be updated whenever needed with required changes/additional features as required by MSFDA

2. Platform

- a. Custom Domain with SSL
- b. Based on platform; Updating of stable releases of platform and all accompanying components such as required on a regular basis
- c. Cloud hosted / Server based - fully managed, scalable

- d. Fully responsive design
- e. Auto back-up facility
- f. Initial set up for a minimum of 5000 concurrent users. Platform must be scalable to more concurrent users in the future.
- g. Cloud service provider audited and certified by MEITY

3. Exam event and schedule creation

- a. Marks Entry System and Processing
- b. Admission Cancellation on Request

4. Content Management System

- a. Uploading and storing the developed content and videos
- b. Easy to use files and uploads
- c. Easy file management system; searchable by course, day, month, year
- d. Auto /scheduled emails to users; reminders; weekly highlights to subscribers etc.
- e. Facility to launch quizzes at designated times
- f. Provision for inclusion of e-content development by in-house faculty in all acceptable / standard formats

5. Learning Platform

- a. The learning platform shall be used and shall cater to the needs of learners, instructors and administrators.
- b. Self-registration and single/ group registration by instructor / administrator
- c. ID enabled Aadhar (Indian national) and passport for foreign nationals with ID upload facility,
- d. Content types: Text (MS Office Docs; Worksheets, PDF); Audio, Video
- e. Assessments: Quiz - Single, multiple choice, fill in the blanks, Drag and Drop (Matching), Instructor should be able to enable uploading of case studies and custom questions
- f. Provision for submission of online assignments, submission and grading
- g. Auto scoring engine for assessments
- h. Single and multi-instructor-led courses
- i. Enabling phased feeding of course content or full content release at once
- j. Course reviews
- k. Instructor led and self-paced
- l. Open and closed groups for interactive learning
- m. Online forum for discussions and interactive learning
- n. Online notices, announcements to students
- o. Course progress indicator including provision to analyze to skill-gap of the students and give remarks

- p. Course introduction with cover-image and featured image/ video; Instructor Name, Duration & Type of course, Category etc.,
- q. Course-related requirements.
- r. Import/Export courses

6. Learner Engagement provision

- a. Certificates & badges on completion of course.
- b. Graded or non-graded assignments; both pass/fail and alphanumeric grading scale
- c. Peer-based, self and faculty grading with ability to provide feedback in both rubric and freeform
- d. Course progress indicators for both teachers and students

7. Content Type

- a. E-Learning (Video Lectures)
- b. E-Content (Reading Materials like e-books, PDF, PPT)
- c. Storage of Course Content with Searching Facilities.
- d. E-Assessment (MCQ, Short Answer, Image Upload)
- e. Discussion Forum (Teachers & Learners can discuss individually or in a Group)
- f. Synchronous & asynchronous learning

8. Payments

- a. Integration of Payment Gateway
- b. Secure Payment in Indian currencies and permissible foreign currencies
- c. Course-wise Revenue Reports & program-wise revenue reports
- d. Payment made through Net-Banking, Debit/ Credit card / UPI / Wallets should be acceptable

9. Supporting Tools

- a. Plagiarism check for uploaded assignments
- b. Ability to conduct Live lectures.
- c. Provision to upload Feedback form

10. Scalability

- a. It is expected that there will be 500 concurrent users to begin with. The entire setup should be able to accommodate more concurrent users and should be scalable depending on the requirement.

11. The LMS provider shall ensure that a dedicated sub-domain is created to access the MSFDA content / courses. For example, if the existing LMS is lms.com, the MSFDA content shall be accessed through msfda.lms.com. This shall be linked to the respective course modules in the current MSFDA website (msfda.ac.in)

4 CONTRACT TERMS

4.1 Project Timeline

The project shall be completed within 6 months from receiving the LOI / work order, whichever is earlier

4.2 Payment Terms

The payment shall be made as per the following:

On approval of online theme/ design	10%
On completion of scope	50%
On completion of UAT	20%
On completion of Go-live and successful hosting	20%
For hosting, payment to be made on a quarterly basis (end of every month), after the go-live	

4.3 Technical Evaluation Process

The evaluation process for the selection of the Bidder shall be as follows:

4.3.1 Technical Evaluation Matrix

	Particulars	Marks
1	The bidder must display thorough understanding of the requirements of the project. The bid will be evaluated on the - understanding of the Proposed Solution, - the Technology to be used, - LMS design & development strategy, - Plan to meet proposed functionalities	30
2	Experience in designing LMS systems for training / educational institutes based on the number of successful projects executed and quality of such projects	50
3	Capability and experience of proposed project management team	20
	Total	100

For technical evaluation, the bidders will be required to make a presentation on points mentioned in the Technical Evaluation Matrix before a committee designated by the ED, MSFDA. During the presentation, the proposed project management team members should remain present.

Please note that only those bids which score a minimum of 60 % overall marks, shall be considered for final commercial evaluation.

4.4 Final Commercial Evaluation

Final commercial evaluation shall be carried out purely on the basis of lowest total quoted price from amongst the technically qualified bidders.

4.5 Quotation Format

S.N.	Particulars	Qty	Quoted Price (Rs.)	GST %	GST Amount (Rs.)	Total Amount (Rs.)
A.	Design and development of online LMS as per the scope of this RFQ	Lumpsum				
B.	Hosting of LMS for 1 year	1 year				