

INDIAN AVIATION ACADEMY



Information Technology Department

IAA, Vasant Kunj, New Delhi

TENDER/BID DOCUMENT

Tender/Bid ID: GEM/2025/B/6862190

For the Work of: Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA).

Estimated cost	:	Rs. 30, 20, 808 /- (Rupees Thirty Lakh Twenty Thousand Eight Hundred Eight Only) Inclusive of GST.
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For the Work of: Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA).

INDEX

Sl. No.	Particulars	Page No.
1	E-NIT (Cover Page)	1
i	Index	2
ii	e-Tender Notice	3-9
2	General Conditions of Contract (GCC)	10-18
3	Special Conditions of Contract (SCC)	19-22
4	Scope of Work/ Qualitative Requirements/Technical Specification	23-44
5	Checklists and Annexures	
i.	Checklist (Envelope I & II)- Annexure A & B	45-50
ii.	Unconditional Acceptance Letter (Annexure-I)	51
iii.	Undertaking Regarding Blacklisting (Annexure-II)	52
iv.	Proforma of E-payment (Annexure-III)	53
v.	Undertaking of Registration certificate (Annexure-IV)	54
vi.	Declaration of Net Worth Proforma (Annexure-V)	55
vii.	Affidavit of Exit Management Plan (Annexure-VI)	56
viii.	Proforma for Bank Guarantee (Annexure-VII)	57-59
6	Schedule of Quantities	60-61

The tender documents contain **61** pages as detailed above.

Assistant manager (IT)

**Indian Aviation Academy (IAA)
Vasant Kunj, New Delhi**

Indian Aviation Academy
Notice Inviting e-Tender/bid (2 BOT- 2 Envelope Open Tender/bid)
(Tender/Bid ID: GEM/2025/B/6862190)

NIT No: IAA/64/2025-GM-IAA

Date: 06.11.2025

1. E-tender/bids are invited through the e-tender/bidding portal by Assistant Manager (IT), IAA, Vasant Kunj, Delhi-110070, (Bid Manager) on behalf of Director, IAA, from the eligible contractors for the work of **“Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA)”** for an estimated cost of **Rs. 30,20,808 /- (Rupees Thirty Lakh Twenty Thousand Eight Hundred Eight Only)** which is inclusive of GST with the period of completion for migration of existing e-Learning Management System (e-LMS) portal is 10 days from the date of award of work.

The tender/bidding process is online at GEM-portal URL address <https://gem.gov.in> OR www.aai.aero. Prospective Tender/bidders may download and go through the tender/bid document.

Prospective Tender/bidders are advised to get themselves register at GEM-portal, obtain “Login ID” & “Password” and go through the instructions available in the Home page after login to the GEM-portal <https://gem.gov.in> OR www.aai.aero.

For queries related to the tender/bid published on the portal, bidders are advised to raise query on the portal.

Tender/bid fee of **Rs. 1,770.00/- (Rupees One Thousand Seven Hundred Seventy Only) non-refundable** will be required to be paid offline in the form of Demand Draft from Nationalized or any scheduled bank **(but not from Co-operative or Gramin bank)**. Tender/bid Fee in favour of **Indian Aviation Academy (NIAMAR Society)**, payable at New Delhi. The original demand draft against tender/bid fee should be posted / couriered / given in person to the concerned officials, received latest by the last date of bid submission or as specified in the tender/bid document. The details of demand draft / any other accepted instruments, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time.

CRITICAL DATA SHEET

Sl. No.	Activity	Date & Time (IST)
1	Publishing Date	06.11.2025, 1800 Hrs. IST
2	Bid Document Download / Sale Start Date	17.11.2025, 1800 Hrs. IST
3	Clarification Start Date	06.11.2025, 1830 Hrs. IST
4	Clarification End Date	08.11.2025, 1830 Hrs. IST
5	Bid Submission Start Date	06.11.2025, 1830 Hrs. IST
6	Bid Submission End Date	17.11.2025, 1830 Hrs. IST
7	Last date and time of <u>physical submission</u> of DD against EMD, Tender/bid Fee, Signed hard copy of IAA Unconditional Acceptance Letter to Assistant Manager (IT), IAA, Vasant Kunj, New Delhi-110070.	20.11.2025, 1730 Hrs. IST
8	Bid Opening Date: Envelope-I (PQQ & Technical)	21.11.2025, 1100 Hrs. IST
9	Bid Opening Tentative Date: Envelope-II (Financial)	24.11.2025, 1100 Hrs. IST
10	Tender/bid Fee	Rs. 1,770 /- (Rupees One Thousand Seven Hundred Seventy Only) (Non- Refundable)
11	Earnest Money Deposit (EMD)	Rs. 60,417/- (Rupees Sixty Thousand Four Hundred Seventeen Only)

2. Bid Submission:

Bids shall be submitted online at GEM portal website: <https://gem.gov.in>. Tender/bidder/Contractor are advised to follow the instructions available on GeM portal and apply in the bid. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

- Not more than one tender/bid shall be submitted by one contractor or contractor having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to

tender/bid for the same contract as separate competitors. A breach of this condition will render the tender/bids of both parties liable to rejection.

4. Tender/bidder who has downloaded the tender/bid from GEM Portal website <https://gem.gov.in>, shall not temper/modify the tender/bid form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender/bid will be completely rejected and tender/bidder is liable to be banned from doing business with Indian Aviation Academy.
5. Following 2 covers shall be submitted through online at GEM portal by the bidder as per the following schedule: -

(A) Envelope-I: - Containing qualifying requirements of Contractor /Firm: -

- i) Agency should have Permanent Account Number (PAN) and GST Registration.
- ii) Should have valid registration on the date of issue of tender/bid in appropriate class of CPWD/MES/P&T/Railways/State PWD/PSU/ Municipal Corporations & Development Authorities of Delhi, Mumbai, Chennai and Kolkata or Agency specialized in similar nature of work and Registered with Registrar of Companies / Firms / Central Govt. / State Govt. entity in India.

And

- iii) Should have satisfactorily completed (Phase/Part completion of the scope of similar work in a contract shall not be considered. However, predetermined phasing of the work may be accepted) **Three works** each of **INR 12,08,324 (Rupees Twelve Lakh Eight Thousand Three Hundred Twenty Four Only)** or more, **Two works** each of **INR 15,10,404 (Rupees Thirty Lakh Thirty Thousand Only)** or more, **One work** of **INR 24,16,647 (Rupees Twenty Four Lakh Sixteen Thousand Six Hundred Forty Seven Only)** or more, in single contract of similar nature of works **in a single work order of amount mentioned above for each work** during last seven years ending on **31.03.2025**.
- iv) **Similar nature of work** means work similar as **“Online Hosting & Maintenance of e-Learning Management System (e-LMS) portal & associated services”**.
- v) Client certificate for experience should indicate the nature of work done, the value of completed work, date of start, actual date of completion and satisfactory completion of work duly supported by Award letter, Schedule of Quantities.
- vi) “The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum, calculated from the date of completion to the last date of submission of bid.”
- vii) **Firms showing work experience certificate from non-government/non-PSU organizations should submit copy of Tax Deduction at Sources (TDS) certificate in support of their claim for having experience of stipulated value of work.**
- viii) a) Should have **Annualized Average Financial Turnover of Rs. 9,06,243 /- (Rupees Nine Lakh Six Thousand Two Hundred Forty Three Only)** or more, against works executed during **last three years** ending on **31st March of the previous financial year**. As a proof, copy of Abridged Balance Sheet and Profit and Loss Account Statement of the firm should be submitted along with the application. Firms showing continuous losses during the last three years in the balance sheet shall be summarily rejected.

b) Also **Net worth certificate of Rs. 4,53,122 /- (Rupees Four Lakh Fifty Three Thousand One Hundred Twenty Two Only)** or more, against works executed during **last year** ending on **31st**

March of the previous financial year as per Annexure-V of the Tender/bid Document should be submitted by agency.

- ix) **All documents related to financial certificates i.e. turnover, copy of Abridged Balance Sheet and Profit and Loss Account Statement and net worth certificate of the firm must be submitted with a Unique Document Identification Number (UDIN). UDIN was introduced by “The Institute of Chartered Accountants of India” for the members of the institute to curb the malpractice of false certificate/attestation by the unauthorized person & to eradicate the practice of bogus certificates.**
- x) **If the submitted Documents of agency are without UDIN number the bid of the agency shall be summarily rejected.**
- xi) PQ Proforma as per duly filled and signed (Checklist / Annexure-A & B).
- xii) Earnest Money Deposit (EMD), Tender/bid Fee, Unconditional Acceptance of IAA’s Tender/bid Conditions and Digitally Signed Tender/bid Documents.
- xiii) Bidders other than proprietary firm shall submit scanned copy of Authorization Letter/Power of Attorney along with copy of Certificate of Incorporation of the Company under Companies Act showing CIN/LLPIN/Name of Directors of the Company and copy of Board Resolution regarding Authority to assign Power of Attorney. Proprietary firm shall submit scanned copy of Authorization Letter/Power of Attorney only if tender is processed by a person other than proprietor.

Original/Hard copy of the same is required to be submitted to the **Assistant Manager (IT), Indian Aviation Academy, Vasant Kunj, New Delhi-110070** as per the timeline mentioned in **CRITICAL DATA SHEET**. **The bidder who fails to submit the original DD towards Tender/bid fee, DD towards EMD Declaration and Unconditional Acceptance letter before the stipulated time or are not meeting IAA’s tender/bid conditions then their tender/bid shall be rejected out-rightly. Any postal delay will not be entertained.**

And

(B) Envelope-II: - The Financial e- Bid through GEM portal

All rates shall be quoted in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender/bid document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the **all yellow colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder etc.) as per the Schedule of Quantity/BOQ format**. No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

Note: BOQ must be uploaded on GeM portal by bidders for bifurcation of price estimate as per Schedule of Quantities.

6. Concessions to Indian Micro & Small Enterprises (MSMEs) Units and Start Up India: -

As per the provisions given by Ministry of Micro, Small and Medium Enterprises vide F. No. 24./02/2013-Fin.1 dated 02.08.2016 for order for relaxation on prior experience and prior turnover will be given to all Startups (MSME or otherwise) companies in the similar nature of work under the service sector required document. As per the provisions (para-10) of Public Procurement Policy for MSE’s Order 2012, MSEs

(Micro & Small Enterprises) registered with DIC/NSIC/KVIC/KVIB/Directorate of Handicraft and Handloom etc. only following concessions shall be applicable and extended to the MSE's of same specifications under which they are register equaling tender/bid scope of work.

i) **Tender/bid Document Fee:** MSMEs Bidders seeking exemption and benefits should upload digitally signed self-attested scanned copy of valid Registration Certificate, giving details of such validity, stores / services etc. in **Envelope-I (Fee)**, failing which they run the risk of their bid being passed over as ineligible for the benefits applicable to MSME's. The benefits to MSMEs shall be available only for the Goods/Services produced and provided by MSEs for which they are registered.

ii) **(a) Exemption of Earnest Money Deposit (EMD):** Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME)" are exempt from submission of EMD (Bid security). Bidders claiming exemption of EMD are however required to submit a signed Bid securing declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of 1 year from being eligible to submit Bids for tender/bids with Indian Aviation Academy.

(b)

Implementation of micro, small and medium enterprises development (MSMED) Act, 2006.

It has been clarified that benefit to MSMEs shall not be extended to construction work as it cannot be treated as service rendered or supply of goods.

Further, it is also clarified that benefits to MSME shall be available only for the goods/ services produced and provided by MSME for which they are registered as mentioned clearly in their MSME/NSIC.

(c) Tender/bidder(s) fulfilling eligibility criteria and having valid registration with National Small Industries Corporation (NSIC) are exempted from tender/bid fee and earnest money deposit (EMD). Bidder(s) having valid NSIC registration certificate for relevant scope of work are required to upload NSIC certificate in Envelope-I (Fee folder) to qualify for exemption of tender/bid fee and EMD, while submitting the online tender/bid.

Note - During bid evaluation, EMD exemption shall be granted to NSIC registered bidder firm. In case NSIC registration certificate is found invalid during evaluation, the bid of such bidder shall be rejected.

iii) For this tender/bid MSMEs Bidders seeking exemption for tender/bid fee and EMD must submit the MSMEs certificate which that the certificate is issued for the work of **"Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six(06) months at Indian Aviation Academy (IAA)"** or of similar nature of work means work similar as **"Online Hosting & Maintenance of e-Learning Management System (e-LMS) portal and associated services"**, If it was found that the certificate is not issued for this work or similar nature of work it will presumed that the bid is submitted without tender/bid fee and the bid of the agency shall be summarily rejected.

7. Bids Opening Process is as below: -

Envelope-I:

Containing documents for PQQ & Technical bid (uploaded by the contractors/firms) shall be opened as per **CRITICAL DATA SHEET**. The intimation regarding acceptance/rejection of their bids will be intimated to the contractors/firms through GeM portal. Financial bid opening date shall be mentioned in **CRITICAL DATA SHEET** (any changes in the date shall be intimated through GEM Portal)

If any clarification needed from the bidder about the deficiency in his uploaded documents in Envelope-I, he will be asked to provide it through GEM portal. The bidder shall upload the requisite clarification/documents within time specified by IAA, failing which tender/bid will be liable for rejection.

Envelope-II:

The financial bids of the contractors / firms found to be meeting the qualifying requirements and technical criteria shall be as per **CRITICAL DATA SHEET**. (Depending on technical bid evaluation the date shall be intimated through GEM portal).

Date of opening of Envelope-II shall be intimated via GEM portal. (Depending on pre-qualification, any changes in the date shall be intimated through “GEM Portal” section). If any clarification is needed from the bidder about the deficiency in his uploaded documents in Envelope – I and he will be asked to provide it through the GEM portal. The bidder shall upload the requisite clarification /documents within time specified by IAA, failing which tender/bid will be liable for rejection.

The financial bids of the contractors/firms found to be meeting the qualifying requirements and technical criteria shall be opened and date of opening shall be communicated via GEM Portal. (Depending on Envelope-I Evaluation, any changes in the date shall be intimated through “GEM portal” section).

Any modification(s)/change(s) done by the bidder in BOQ document apart from **all yellow (unprotected cell including price and variable cost in % age) cell** quoted by him shall be summarily rejected.

Note: BOQ must be uploaded on GeM Portal by bidders for bifurcation of price estimate as per Schedule of Quantities.

8. IAA reserves the right to accept or reject any or all applications without assigning any reasons. IAA also reserves the right to call off tender/bid process at any stage without assigning any reason.
9. IAA reserve the right to disallow issue of tender/bid document to working agencies whose performance at ongoing project (s) is below par and usually poor and has been issued letter of restrain/Temporary/Permanent debar by any department of IAA. **IAA reserve the right to verify the credential submitted by the agency at any stage (before or after the award the work). If at any stage, any information / documents submitted by the applicant is found to be incorrect/false or have some discrepancy which disqualifies the firm then IAA shall take the following action:**

(a) The agency shall be liable for debarment from tender/biding in IAA for a period of 1 year, apart from any other appropriate contractual /legal action.

10. Consortium/Joint venture (JV) companies shall not be permitted. No single firm shall be permitted to submit two separate applications.
11. Purchase preference to Central Public Sector Undertaking shall be applicable as per the directive of Govt. of India prevalent on the date of acceptance.
12. If the entity participating in any of the tender/bids is a private or public limited company, partnership firm or proprietary firm and any of the Directors/Partners/Proprietor of such company is also a director of any other company or partner of a concern or a sole proprietor having established business with IAA and has outstanding dues payable to the Authority, the said entity shall not be allowed to participate in IAA Tender/bids.

Assistant Manager (IT)

**Indian Aviation Academy
Vasant Kunj New Delhi**

GENERAL TERMS & CONDITIONS OF THE CONTRACT

1. Purpose & Scope

- 1.1. This document sets out the terms & conditions be met in connection with the “**Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA)**” as given in the notice inviting Tender/bid & Qualitative requirements as detailed in **Scope of Work/Qualitative Requirements/Technical specifications** of this tender/bid document.
- 1.2. The Successful bidder shall have to sign a contract agreement on Rs.100/- Non- Judicial stamp paper. Cost of the stamp paper shall be borne by the Successful bidder.

2. Compliance

- 2.1 The unconditional acceptance of all the terms & conditions of the NIT has to be uploaded through a letter. The format of the letter is attached at Annexure-I.
- 2.2 The submission of the tender/bid will imply acceptance of all the tender/bid condition by the bidder laid in tender/bid document including all the Annexure(s) & schedules to the tender/bid document.
- 2.3 The compliance to the terms & conditions should be supported by authenticated documentation wherever required.
- 2.4 Each page of the Bid and cuttings / corrections shall be duly signed with stamp by the bidder.
- 2.5 The submission of unconditional acceptance as described in Para 2.1 of General terms and Conditions is essential for the tender/bid evaluation. The failure to submit the unconditional acceptance statement in the said format shall result in the tender/bid being rejected.

3. Language and Currency

- 3.1 The bidder shall quote the rates in English language and international numerals. The rates shall be in whole numbers.
- 3.2 In the event of the order being awarded, the language of all services, manuals, instructions, technical documentation etc. provided for under this contract will be English.
- 3.3 The bidders should quote only in **Indian Rupees** and the bids in currencies other than Indian rupees shall not be accepted.

4. Standard Conditions

- 41 Standard printed conditions of the bidder to the offer, other than the conditions specified here, will not be acceptable.
- 42 All entries in the tender/bid shall either be typed or be in ink. Erasures shall render such

- tender/bids liable to summarily rejection. The bidder shall duly attest all corrections, cancellation and insertions.
- 43 Bidder's offers shall be with reference to section and clause numbers given in the tender/bid schedules.
- 44 In case of any ambiguity between details given in NIT and Tender/bid, details given in Tender/bid shall be considered as correct.

5. Earnest Money Deposit (EMD)

- 5.1. **Earnest Money Deposit (EMD)** of the Value/Amount as mentioned in **CRITICAL DATA SHEET** shall be accepted **offline only** in the form of Demand Draft Drawn in favour of **Indian Aviation Academy (NIAMAR Society)** payable at **New Delhi** from a nationalized or any scheduled bank (**but not from co-operative or Gramin bank**).
- 5.2. Scanned copy of EMD DD should be uploaded in **fee folder (Envelope-1)**.
- 5.3. The original Demand Draft against EMD should be posted/couriered/given in person to the concerned officials latest as specified in the Tender/bid Document.
- 5.4. The bid of the bidder, who fails to submit the original DD towards Tender/bid Fee & EMD before the stipulated time, shall be rejected out-rightly.
- 5.5. The details of Demand Draft, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time.
- 5.6. The EMD of all Unsuccessful bidders will be returned only after the opening of Financial Bid. No interest shall be payable on the Earnest Money Deposit.
- 5.7. The EMD of successful bidder will be released after submission of Security Deposit/PBG/ePBG of percentage (%) of the contract value as per GeM BID Document.

6. Time Schedule:

The provisioning of migration of the e-LMS Portal & User acceptance test (UAT) shall be completed within **10 days** from award of work in order to start hosting & maintenance related services. In case of any functional & operational anomalies as stipulated in **Clause no. 9 of General terms and Conditions**, the final user acceptance test (FUAT) shall also be completed within aforementioned 10 days from award of work after which the **Clause no. 10 of General terms and Conditions**, '**Compensation for Delay**' shall be applicable.

7. Effective Date of Contract:

The start of contract period (Date of commencement of work) shall be counted from the Date of completion of User Acceptance Test (UAT) and/or Final User Acceptance Test (FUAT) i.e. post migration of e-LMS portal.

8. Contract period:

Contract duration for this work/service shall be for one (01) year w.e.f. Effective date of Contract as mentioned in clause no: 7 above.

Subject to satisfactory services rendered during one (01) year of contract and on mutual consent between bidder and IAA, the contract period may be extended further for a maximum of six (06) months on same rates, terms and conditions.

- 9. User Acceptance Test (UAT) & Final User Acceptance Test (FUAT):** The User Acceptance Tests for the e-LMS portal will be carried out at Indian Aviation Academy. After successful implementation/migration of the system/service by the vendor, it will be the responsibility of the vendor to submit the 'USER ACCEPTANCE TEST DOCUMENT' for conducting the post implementation/migration user acceptance test. The USER ACCEPTANCE TEST DOCUMENT, submitted by the successful bidder should be drafted in line with the standard practices followed in the industry & Qualitative requirements mentioned in Scope of Work/Qualitative Requirements/Technical Specifications of tender document. The USER ACCEPTANCE TEST DOCUMENT necessarily includes following tests:

- A. Functional Tests
- B. Operational Tests
- C. Any other tests/evaluation criteria that IAA may specify

The draft copy of USER ACCEPTANCE TEST DOCUMENT should be made available to Project Manager, IAA for approval from competent authority not later than 10 days from award of work. The draft USER ACCEPTANCE TEST DOCUMENT upon approval by IAA shall become the document for acceptance of system/service. IAA reserves the right to add additional test(s) before or during UAT.

IAA UAT Team may witness system anomalies while performing User Acceptance Test.

Such anomalies shall be classified into following three categories:

Critical category anomalies: Critical Category Anomalies are defined as anomalies having operational impact on the basic & advance functionalities of the system/service.

Medium category anomalies: Medium category anomalies are defined as anomalies related to functionalities requiring minor software customization & user required modification which do not have direct impact on basic functionalities of the system/services.

Low category anomalies: Low category anomalies are defined as anomalies related to User interfaces and are of Low operational impact.

The above Category of failures shall be mutually agreed between successful bidder and IAA UAT team. Successful bidder has to resolve all the critical category failures, including as many as other type of failures (Medium and Low categories) after completion of UAT within the aforementioned timeline of 10 days from award of work. The resolution of these anomalies by successful bidder & corresponding verification tests by IAA shall be termed as Final user acceptance test (FUAT).

On successful testing of System anomalies as defined above, the Final UAT (FUAT) shall be treated as complete. System acceptance certificate will be issued by the IAA on the satisfactory report of a UAT team as Constituted by the Director, IAA for this purpose.

10. Compensation for Delay

10.1. Time is the essence of the Contract.

10.2. If the successful bidder fails to complete the FUAT within time fixed under the contract, he shall pay to the IAA without prejudice to any other rights or remedy as may be available to the purchaser, an agreed compensation amount calculated @ 0.5 % of the total value of the contract per week subject to a maximum value equal to the value of the Performance Bank Guarantee.

10.3. The amount of compensation for delay and waiver of compensation for delay in case of justified reasons shall be decided at the discretion of Accepting Authority and the same shall be final and binding on the contractor. Force majeure reasons and any other reasons beyond control of the contractor shall be considered as justified reasons. The amount of compensation may be adjusted or set off against any sum payable to the contractor under this or any other contract with IAA.

10.4. Appeal for waiver of compensation for delay with due justification shall be decided as per the provisions of the Delegation of Powers (DOP) of Indian Aviation Academy. The decision of the competent authority on appeal shall be final and binding on the contractor.

11. Payment terms: No advance payment shall be paid by IAA.

(a) Recurring cost: 100% of the total quoted amount shall be released in four (04) equal parts as mentioned below:

100% of the total cost as per Schedule of Quantities will be paid quarterly in equal installment for four (04) quarter for the cost of hosting, maintenance and associated services and first quarterly payment will be made after three months from the final migration and user acceptance test.

(b) In addition, any statutory taxes & TDS if applicable at the time of payment, as per prevailing Government norms shall also be deducted/paid.

(c) In case of extension of contract in subsequent year, the payment shall be released in two (02) equal parts at the end of every quarter.

12. Performance Bank Guarantee/ Security Deposit

- 12.1. The successful bidder has to deposit percentage (%) of the contract value mentioned in GeM Bid Document as Security Deposit with IAA, in favour of IAA New Delhi, in the form of an irrevocable and unconditional bank guarantee on a Nationalized / Scheduled Bank within 30 days from the date of award of work and it should remain valid for a period of 90 (ninety) days beyond the date of completion of all contractual obligations of the successful bidder.
- 12.2. In case the successful bidder fails to submit the PBG within stipulated period, interest at 12% p.a. on Performance Guarantee amount would be levied (non- refundable) for delayed period of submission and shall be deducted from the first bill payable to the Contractor. It shall be lawful for the Procuring Entity at its discretion to annul the award and enforce Bid Securing Declaration, besides taking any other administrative punitive action like debarring from the future procurements.
- 12.3. In case, successful bidder fails to submit performance bank guarantee within 60 days from date of issue of work order, IAA reserve the right to forfeit EMD and cancel the order.
- 12.4. The Performance Security will be forfeited and credited to the accounts of IAA in the event of a breach of contract by the contractor. It should be refunded to the contractor without interest after he duly performs and completes the contract in all respects but not later than 90(ninety) days from date of completion of all such obligations.
- 12.5. Performance Bank Guarantee shall be made by the successful bidder as per proforma given in Annexure-VII of the tender/bid document.

13. SERVICE LEVEL AGREEMENT (SLA):

13.1. WARRANTY/SERVICES:

13.2.1. The vendor should provide post-implementation on-call support 9 AM to 5 PM for all functions and features of e-LMS portal to end users.

13.2.2. If the resolution is not provided through on-call/ online support within 24 hours, then onsite support & resolution must be provided within next 48 hours.

13.2.3. If the vendor is providing any hardware terminal on-site for any particular function for a cloud-based e-LMS environment, then the hardware support should also be provided by the vendor. The vendor should provide the support team structure and the roles and responsibilities of the support team member

13.2.4. The vendor should provide a complaint escalation matrix/ procedure.

13.2.5. The contractor/vendor shall be responsible for any damage, resulting from his negligence to existing fixtures and will restore, replace or repair any such damage to the complete satisfaction of the Project Manager. The contractor is also fully responsible for any breakage or damage to the property of IAA. Decision of Project Manager for recovery on this account shall be binding on the contractor and such amounts shall be adjusted from his bill.

13.2. PENALTY CLAUSE:

13.1.1. During the Contract period, penalty will be applicable & imposed in case of non- availability of e-LMS portal and associated services to the intended users.

13.1.2. Calculation of penalty amount shall be done as per the below-mentioned criteria.

UPTIME:

- The e-LMS system has to be up for at least 99.9% of the time as per the scope of work. The e-LMS portal is deemed to be up if the users are able to log into the system and are able to fully execute all the functionalities of the system.
- The uptime shall be computed on a monthly basis.

- **Uptime:** The percentage uptime shall be calculated on monthly basis as follows:

$$\text{Availability \%} = \frac{(\text{Total No. of Hours in month} - \text{Total Outage Hours in the month})}{(\text{Total No. of Hours in month})} \times 100$$

In case uptime falls below the guaranteed level i.e. 99.9%, IAA will impose penalty of 1% of the contract value for each percent below the guaranteed level, subject to the ceiling of 10% annually.

14. Correspondence

All correspondence would be done directly with the successful bidder and correspondence through agents will not be entertained.

15. Force Majeure:

- 15.1. IAA may grant an extension of time limit set for rectification of fault is delayed by force majeure beyond the contractor's control, subject to what is stated in the following sub paragraphs and to the procedures detailed their-in being followed.
- 15.2. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, flood, storms etc.), acts of states, the direct and indirect consequences of wars (declared or un-declared), hostilities, national emergencies, civil commotion and strikes (only those which exceed a duration of ten

continuous days).

15.3. The successful bidder's right to an extension of the time limit for completion of the work in above-mentioned cases is subject to the following procedures:

1. That within 10 days after the occurrence of a case of force Majeure, the bidder informs the IAA in writing about the occurrence of Force Majeure Condition and that the Bidder considers himself entitled to an extension of the time limit. The contractor shall submit the application for extension of time.
2. That the contractor produces evidence of the date of occurrence and the duration of the force majeure in an adequate manner by means of documents drawn up by responsible authorities.
3. That the contractor proves that the said conditions have actually been interfered with the carrying out of the contract.
4. That the contractor proves that the delay occurred is not due to his own action or lack of action.

15.4. Apart from the extension of the time limit, force majeure does not entitle the successful bidder to any relaxation or to any compensation of damage or loss suffered.

16. Patents, Successful bidder's Liability & Compliance of Regulations

- 16.1.** Successful bidder shall protect and fully indemnify the IAA from any claims for infringement of patents, copyright, trademark, license violation or the like.
- 16.2.** Successful bidder shall also protect and fully indemnify the IAA from any claims from successful bidder's workmen/employees, their heirs, dependents, representatives etc. or from any person(s) or bodies/ companies etc. for any act of commission or omission while executing the order.
- 16.3.** Successful bidder shall be responsible for compliance with all requirements under the laws and shall protect and indemnify completely the IAA from any claims/penalties arising out of any infringements and indemnify completely the IAA from any claims/penalties arising out of any infringements.

17. Settlement of Disputes

- 17.1. If a dispute of any kind whatsoever arises between the IAA and the Contractor in connection with, or arising out of the Contract or the execution of the works, whether during the execution of the Works or after their completion and whether before or after repudiation or after termination of the contract, including any disagreement by either party with any action, inaction, opinion, instruction, determination, certificate or valuation of the Project Leader or his nominee, the matter in dispute shall, in first place be referred to the Director, IAA who shall act as the conciliator on the matter. The disputes will firstly be settled by the Conciliator, failing which any party may invoke arbitration clause.
- 17.2. Unless the Contract has already been repudiated or terminated or frustrated the Contractor shall in every case, continue to proceed with the works with all due diligence and the Contractor and IAA shall give effect forthwith to every decision of the Project Leader or his nominee unless and until the same shall be revised, as hereinafter provided, by the Conciliator or in an Arbitral Award.

18. Arbitration and Law

- 18.1. Except where otherwise provided for in the contract, all questions and disputes relating to the provisions of this contract shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996 (or as amended) within thirty (30) days or such longer period as may be mutually agreed upon from the date that either party notifies in writing that such dispute or disagreement exists. The Director, IAA shall appoint the arbitrator for settlement of any dispute with regard to this contract mutually agreed by both the party. The venue of Arbitration shall be in New Delhi, India. The arbitration resolution shall be final and binding upon the parties and judgment may be entered thereon, upon the application of either party, by any court having jurisdiction.
- 18.2. Indian laws shall govern this contract.

19. TERMINATION FOR DEFAULT & RISK PURCHASE

- 19.1. The IAA may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Contractor, terminate this Contract:
- 19.2. If the Contractor fails to fulfill the tendered obligations & terms and conditions within the time period(s) specified in the Contract.

- 19.3. If the Contractor, in either of the above circumstances, does not remedy his failure within a period of 30 days (or such longer period as IAA may authorize in writing) after receipt of the default notice from IAA.
- 19.4. As a penalty to the Contractor, IAA shall forfeit the Performance Security. IAA in such case shall pay for the assessed value of the executed work that can be used. No payment shall be made for the efforts put in by the Contractor in case the same are of no value to IAA. The balance unfinished work of the project will be got done by fresh tendering on Contractor's risk and that extra expenditure will be recovered.

SPECIAL CONDITIONS OF THE CONTRACT

The following special conditions shall be read in conjunction with IAA General Conditions of contract. If there are any provisions in the special conditions of contract, which are at variance with the provisions of General Conditions of Contract of IAA, then the provisions in these special conditions shall take precedence.

1. GENERAL

- i. Special conditions of Contract shall be read in conjunction with General Conditions of Contract, Qualitative Requirement and any other documents forming part of this contract wherever the context so requires.
- ii. Notwithstanding the sub-division of the documents into these separate sections and volume every part of each shall be deemed to be supplementary to and complementary of every other part and shall be read with and into the CONTRACT so far as it may be practicable to do so.
- iii. Where any portion of the General Condition of Contract is at variance with any provisions of the Special Conditions of Contract, the provisions of the Special Conditions of Contract shall be deemed to over-ride the provisions of the General Conditions of Contract.

2. SCOPE OF WORK

The scope of work in this Tender/bid covers “**Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA)**”. It includes all software, hardware, materials, workforce, tools, supervision etc. required for provision of services as specified in Scope of Work/Technical Specifications/Qualitative Requirements. The details of scope of work is specified in Scope of Work/Technical Specifications/Qualitative Requirements.

- 2.1.** The bidder or its authorized representative is aware of all technical specifications and operational requirements of the tendered services.

- 2.2. The successful bidder shall ensure that meeting all statutory obligations, licensing requirements and any personal compensation arising due to this provisioning of migration of e-LMS portal system, hosting, maintenance & associated services are sole responsibility of successful bidder.
- 2.3. The successful bidder will ensure immunity to IAA from any point arising due to patent / copy right rules.

3. Support Services

- 3.1 The vendor should provide post-implementation on-call support 9 AM to 5 PM for all functions and features of e-LMS portal to end users.
- 3.2 If the resolution is not provided through on-call/ online support within 24 hours, then onsite support & resolution must be provided within next 48 hours.
- 3.3 If the vendor is providing any hardware terminal on-site for any particular function for a cloud-based e-LMS environment, then the hardware support should also be provided by the vendor. The vendor should provide the support team structure and the roles and responsibilities of the support team member
- 3.4 The vendor should provide a complaint escalation matrix/ procedure.
- 3.5 The contractor shall be responsible for any damage, resulting from his negligence to existing fixtures and will restore, replace or repair any such damage to the complete satisfaction of the Project Manager. The contractor is also fully responsible for any breakage or damage to the property of IAA. Project Manager decision for recovery on this account shall be binding on the contractor and such amounts shall be adjusted from his bill.

4. Training of Users

- 4.1. The vendor should provide at least one onsite training of 3 to 5 days about course administration through e-LMS Portal.
- 4.2. The vendor should use multimedia training aids such as pdf, ppt, doc, xls etc. for functional and technical training materials for all the users of e-LMS application.
- 4.3. The vendor is expected to maintain, edit and update all training content of e-LMS portal in sync with changes made in the e-LMS solution throughout the contract period.

5. CONTRACT AGREEMENT

- 5.1. The contract agreement shall be executed on a non-judicial stamp paper of value Rs.100/- and cost of the stamp paper shall be borne by the Contractor.
- 5.2. The tender's terms & conditions including the letters of clarifications between the contractor and the IAA prior to the award of contract shall form a part of the Contract Agreement to the extent they have been accepted by IAA.
- 5.3. **Confidentiality & Non-Disclosure Agreement:** After the award of work, the successful bidder has to enter with IAA into a Non-disclosure Agreement which shall be complied by the successful bidder for non-disclosing of the proprietary course material of IAA to any other person/company, except the intended users of IAA & also limit disclosure of this proprietary information to their directors, officers, employees, agents or representatives (collectively "Representatives") who have a need to know such Proprietary Information for execution of the awarded work.
This agreement shall be executed between authorized representative of Director (IAA) & successful bidder on a Rs 100 Non-Judicial stamp paper. Cost of stamp paper is to be borne by successful bidder

6. BYE-LAWS

- 6.1. The contractor shall comply with all bye-laws and regulations of local and statutory authorities having jurisdiction over the works and shall be responsible for payment of all fees and other charges and for giving and receiving of all necessary notices and keeping the Project Manager, informed of the said compliance with the bye-laws, payments made, notices issued and received.
- 6.2. The contractor shall indemnify the IAA against all claims in respect of patent rights, design, trademarks of name or other protected rights in respect of any plant, machine, work or materials used for or in connection with the work or temporary works and from and against all claims, demands proceedings, cost, charges and expenses whatsoever in respect of or in relation thereto. The contractor shall defend all actions arising from such claims and shall himself pay all royalties license fees, damages, costs and charges of all and every sort that may be legally incurred in respect thereto.
- 6.3. Contractor has to comply with the provisions of Contract Labour (Regulations and Abolition) Act 1970 and Contract Labour (Regulations and Abolition) Central Rules 1971 and Minimum Wages Act & Rules thereof Central and State Governments with up to date amendments.

7 **Exit Management Plan**

7.1 In any of the circumstances where:

- (i) End of the contract period
- (ii) Bankruptcy of the successful bidder
- (iii) Violates the terms and conditions
- (iv) IAA on its discretion decides to remove the contractor by giving a notice period.
- (v) Or any other case where the contract is getting closed or completed.

In all of the above circumstances, bidder has to follow the Exit Management Plan (Annexure- VI) as described below:

- a) Provide complete integrity of user data, course content and shall return back all the user information, course content to IAA.
- b) All course related information has to be given back to IAA and no information in any aspect has to be withheld by the bidder before leaving the contract.
- c) Shall have to clear all database, cache containing any information about IAA and cannot further host any of the IAA logo, name, image, course in any form on any platform whatsoever.
- d) Duplicity/Copying or using of Course Content for any other purpose provided by IAA in any other form is strictly prohibited.

Violating of any of the above conditions shall be treated as breach of personal information and further actions shall be taken as deemed fit as per Information Technology Act.

Scope of Work/Qualitative Requirements/Technical Specifications

The scope of work in this Tender covers “**Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA)**”. It includes all software, hardware, materials, workforce, tools, supervision, training, required for provision of services as specified in Technical Specifications/Qualitative Requirements.

COMPLIANCE To Technical Specification/Qualitative Requirements

(To be uploaded in Fee/PQQ/Technical envelope)

Name of Work: - “Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA)”.

Sr. No.	Qualitative Requirement (QR)		Compliance (Yes/No)
1	Functional Requirements	A. Salient Features The LMS solution should: i. Facilitate the design of online training content by converting the classroom course content provided by IAA, into system compatible formats. The classroom course content includes documents in portable formats like PDF, MS Word, and MS PowerPoint along with Graphics, Animations, Audios and Videos, to assist the overall learning. ii. Provision hosting of the online training content on the cloud for a minimum contract period of three years, with necessary data security and safeguards against copying, downloading and breach of intellectual property copyright of the training content provided by IAA. iii. Provide an implementation of different phases involved in the online training lifecycle, including, but not limited to, the ones mentioned in this list. The entire Web Learning/e- Learning solution should primarily focus on and assist self-learning by the trainees. iv. Allow the online training to be administered from a central position (i.e. IAA) for all the trainees/employees located pan India. v. Allow multiple user group creation based on user roles. The system should provide at least four levels of hierarchy of user roles, viz. Administrator, Course Manager or Course Nodal Officer, and Trainee/Learner, Group Trainee or Organization Nodal Officer etc. vi. Support differentiation of rights/access levels based on the role of a user as Administrator, Course Manager or Course Nodal Officer, and Trainee with the highest access level to the administrator and the least access rights to trainees. vii. Provide automation of various online training functions and various analytic features for effective learning, including, but not limited to the ones described in this document. viii. Facilitate communication through an inbuilt Email gateway or a Mail server.	

			ix. Facilitate two levels of registration, the first one being the registration on LMS platform, allowing users to create their profile and access site for course description catalogs, etc., but not the actual course content. The second one being registration in a particular course, allowing users to access the course content of the enrolled course only. x. Integration of payment gateway for receiving the course fee from a participant in form of either Debit Card/ Credit Card and Net Banking. xi. Trainees/ Participants who enroll into the course (Second Level of registration) has to pay the course fee as decided by IAA. xii. IAA will decide the course fee of any course available on the portal and has full rights to change, update or delete the course fee. xiii. IAA will have full rights to give any discount on any of it's courses.	
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•			xiv. Be adequately resourced to support 400 concurrent users registered in different courses without showing any latency in the responsiveness of the system. xv. (Note: The term concurrent users, over here, includes administrators, course managers, and those trainees who have the second level of registration i.e. the ones who are registered/enrolled in a course and who can actually access the course content.) xvi. (Note: The term concurrent users, over here, excludes all trainees who have only first level of registration i.e. the ones who have registered/signed up on LMS platform and do not have rights to access the course content and who may simply browse the website to access basic information like course description catalog, etc.) xvii. Be adequately resourced to facilitate training for a minimum of ten different types of courses per year, with each course having content, on an average, of approximately 200 A4 size pages, audio-video content of minimum 250 minutes. These ten courses may be repeated any number of times within one year period as per the requirement of IAA. xviii. Be able to provide online training to the intended number of total trainees per year i.e. the number of users who could be enrolled in different courses (2nd level of registration) in one year duration is total one lakh twenty thousand lakhs. xix. Integration of Payment gateway should be secure, fast and reliable. xx. The cost of integration of payment gateway and all the transaction charges cost has to be borne by the successful bidder. xxi. Entire course fee collected from participants/trainees has to be credited into the account of IAA. xxii. Coordination with the bank authorities for integration of payment gateway for the LMS portal has to be done by successful bidder. xxiii. Privacy policies, terms and conditions, security policies, service provider related details, website details, data privacy policies, arbitration and jurisdiction details have to be drafted and incorporated in the portal in order to avoid any issues to IAA related to online payments, xxiv. It will be responsibility of successful bidder to ensure that online	
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			transactions are secure and safe from any fraud/cyber threats. xxv. All the information of participants should be safe and secure and details provided by them is not used in any other form apart from Course Registration. xxvi. Be fully scalable in terms of the number of courses and the number of concurrent users as per the requirement of IAA. xxvii. Provide Business Continuity (BC) and Disaster Recovery (DR) strategy so as make system fault-tolerant and reliable.	
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		B. Security,Safety, Reliability and Performance Efficiency	The system should: i. Support strong password policies and all passwords shown on screen should be masked. ii. Provide secure authentication on the website/ customized URL through login encryption. Optionally, an additional level of verification, apart from user id and password, may be used. iii. Allow users to have an automated system to retrieve or change forgotten passwords through their registered email ids or user id. iv. Provide adequate protection in terms of user data privacy and safeguard against breach of intellectual property copyright of the training content. v. Have the capability to log all-important user activities like creation of an account, user sessions, change in access rights, etc. and such log must have protection against alteration/deletion and unauthorized access. vi. Have the capability to log out a user in case of no user activity/action within a pre-defined idle timeout limit. vii. Provide schedule backups of user database and LMS content at regular intervals as deemed necessary by the vendor in coordination with IAA to ensure continuity. viii. Be fault resistant and in case of crashing of main and fall back servers/ database, the system should be able to restore itself through the latest available backup file. ix. Provide performance efficiency ensuring that users do not experience any lag or delay during logging in or navigating through LMS. x. Be free from technological vulnerabilities and adhere to the industry's best security practices.	
		C. LMS Domain	The system should: i. Provide access to the entire learning activities through a custom domain/URL provided by the vendor. ii. Provide a customized home page.	

			iii. Provide sufficient cloud storage for hosting the entire training content.	
		D. User Interface	The system should: i. Be easy to use, visually clean and provide uncluttered web-based GUI. ii. Have simple log-in/log-out procedures. iii. Have simple navigation in terms of system screens and menus and should provide shortcuts/ tabs for executing all important functions with minimal mouse clicks. iv. Have the ability to modify/customize the user interface for e.g. adding IAA logo, customize labels and tabs, etc. v. Be intuitive and have built-in wizards or contextual online help or built-in help desk, etc. to guide users (Administrators/ Course managers/s/ Trainees/Group Trainees). vi. Provide a demo guide or help in the form of FAQs, for the first time users. vii. Have the capability to display the course catalog for all available online courses. viii. Provide clear captions for data entry. ix. Provide bilingual capability (Hindi & English) in the user interface part. x. (Note: The training content part will be in the English language only.) xi. Have the ability to check that all mandatory fields are entered and the ability to specify a range of acceptable values and in case an unacceptable/out of range value is entered in any of the fields, the system should display a clear concise error message for it. xii. Provide user interface which is compatible with and provides clean & hassle-free access through any of the well-known web browsers (like Google Chrome, Microsoft Edge/ Internet Explorer, Safari, Mozilla Firefox, etc.) without the use of any external application across all devices (PC/ Tablet/Mobile) and all well-known OS platforms (Ubuntu, Windows, Macintosh, Android, iOS, etc.)	

		E. Features that are available to Users (Administrators/ Course Managers/ s/ Trainees or Learners)	The system should: i. Allow users to access help (context-sensitive). ii. Allow users to search for keywords and metadata throughout the system and course content. iii. Allow users to create an account/ profile. (See Site Registration section for details) iv. Allow users to view and customize the dashboard with automated dashboard content updates. v. Allow Admin/ Course Manager to include and enforce conditions like compulsory learning requisites for any test or assessment, minimum Continuous Professional Development (CPD) hours required for each course, clearing previous module assessment before going to the next module, etc. vi. Allow administrators to upload documents and files / audio-video files as course content or any additional resource. vii. Provide Leaderboard feature for course managers to display the activity metrics of trainees. viii. Provide a Web-based Calendar/ i-Calendar feature that clearly marks all important events like date of commencement and completion of course, deadline for completing each sub-module, deadline for completion of intermediate and /or final assessments, etc.	
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			ix. Allow Course Managers/ Administrators to send customized email notifications to trainees on their registered email ids. This should be in addition to automatic email notification generation in response to events like password reset requests, course registration confirmation, etc. x. Allow learners to send emails to Course Managers/ Administrators on their registered email ids. xi. Allow administrator to cancel a particular course at any time. xii. Allow trainees to view the content (except an assessment) of previous module/s which is/are already completed.	
		F. Site Registration/ Signup/Portfolio Creation/Profile Creation	i. The system should have the ability to support self-registration by users on the LMS platform to create their basic profile and authentication via Email verification. ii. (Note: The login id for the user will be their unique email id.) iii. (Note: The allowed login password will be as per password policy mentioned under“Security, Safety, Reliability and Performance Efficiency” in section 1-B of this document.) iv. In addition to basic details like Name, Gender, Date of Birth, Date of joining, Father’s name, Aadhar Details, Uploading of Aadhar/ Photo id Proof, Photo id number, mobile number etc., the system should make all details as a mandatory field. v. The system should not allow the creation of another account using the same email id and/or Employee Id/ mobile no./ aadhar no./ id proof no. vi. The system should allow the administrator to create, update and delete a user account. vii. There should be no limit on user base i.e. the number of users(administrators, course managers, s and trainees) creating their profile/ portfolio on the LMS platform or accessing the site just to see the courses available online or browse the course catalog. viii. After signup, users should be allowed to change profile details except for the User id (Email id), Name and Employee Id.	

		G.Course Registration / Course Access/ Course Enrolment/ Course Subscription	i. The system should: ii. Allow rights to Admin/ Course Manager to register or enroll trainees in courses available on LMS. iii. Allow Admin/ Course Manager to deregister or unsubscribe a trainee from a course. iv. Not allow course registration without Admin's / Course Manager's approval. v. Be able to send course registration confirmation/notification via email to all approved trainees on their registered email ids. vi. Be able to handle a maximum of 400 active users who can be enrolled in different courses running in parallel. All such users who are registered/enrolled in any course, will be treated as concurrent users.	
		H. Course Content Creation & Management	The system should: i. Allow only administrators to upload training content available in portable formats like PDF, MS Word, and MS PowerPoint, audio-videos, SCROM Content etc..	

			ii. Allow only administrators to upload additional training content in the form of Graphics, Animations, Audios, Videos, etc. iii. Allow the conversion of uploaded course content in the form of PDF, MS Word, and MS PowerPoint, etc. into system compatible formats in either automated manner through a backend process or through the involvement of support service team. iv. Allow only administrators to update training content either by way of replacement of training content or by way of making corrections in the text part of the uploaded training content. v. Optionally, allow upload and automatic integration of any training package which complies with widely used standards viz. AICC or SCORM or xAPI. For this optional functionality, the vendor may provide a tool through which administrators can create training content compliant with xAPI or SCORM or AICC standards. vi. Allow administrators to upload Course Description or Course Catalogue for multiple courses containing information like course objective, syllabus, duration and suggested timeline for completion of each module of an individual course. vii. Allow trainees to self-pace their learning while ensuring that they finish the course in time by sending them automatic reminders using the suggested timeline for completion of each module. viii. Be able to automatically assign learning plans for each trainee using defined criteria. ix. Allow administrators/ course managers to edit the contents of a learning plan for an individual trainee or for all trainees. x. Allow admin to set the date of commencement of the course and launch the course on that date. xi. Allow admin to set due dates for course completion and withdraw access of the course content and assessments from all enrolled trainees. xii. Be able to set auto-reminder email for assigned trainees, Group trainees or Organization Nodal Officer, Course managers or Course Nodal Officer and administrators regarding the due date for the entire learning plan.	
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		I. Test Management and Evaluation	The system should: i. Allow Administrators to upload and update Progress Tests and End of Module Assessments in the form of Multiple Choice Questions, True & False type questions, matching type questions, etc. ii. Allow randomizing of questions in various Tests and Assessments for different trainees. iii. Allow administrators to set the passing score/mark/criteria for each test/assessment. iv. Be able to auto-grade/ automatically evaluate the performance of trainees in a test/assessment. v. Automatically declare the result of each test/assessment based on trainee's performance and passing score/ criteria. vi. Allow trainees to launch tests or assessments for each module in a sequential manner at any time during the course, according to his pace of learning but not beyond the course completion deadline. vii. Be able to restrict the number of times a test or an assessment can be launched (here launch means to start, resume, restart or reattempt) by the trainee, beyond which only the administrator should be able to allow the trainee to launch the test/assessment.	
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			viii. Allow admin to define and enforce the duration of each test and assessment within which the trainee has to finish/submit the answers. ix. Not have a time limit for answering individual questions. x. Allow trainees to review/ change their answers before finally submitting the assessment/test. xi. Automatically submit the trainee's answers before closing the test/assessment window at the end of the allotted time. xii. Allow admin to control display of comments when trainee answers correctly or incorrectly.	
		J. Training Management	The system should: i. Provide support for online sharing of course content to facilitate self-learning based training and with -led training support through pre-notified schedule chats. ii. Provide a hierarchical view of different modules available in the entire course content of an individual course with subsequent module accessible only after completion of the previous module. iii. Mark the module as complete after the trainee submits the end of module assessment for a particular module and attains the passing marks. iv. (Note: In case of failing in first attempt, a trainee is to be provided two more attempts to pass the test or assessment, and if the trainee fails to attain the passing score in all three attempts, he/she shall be declared unsuccessful in the course.) v. Not provide skipping of any of the modules in between two modules. vi. Automatically mark the course as completed after the final assessment of the last module is submitted by the trainee and his/her securing the passing marks. vii. Allow for disabling a course without removing it from the LMS. viii. Automatically update the trainee dashboard by marking different modules in a course as complete or incomplete. ix. Allow administrators to assign multiple s in a course. x. Allow Administrator/ Course Manager to generate the Course Completion Certificate with an adequate level of encryption to avoid any alteration. xi. Allows trainee to view and print/download the Course Completion Certificate.	

		xii. Allow Admin to provide access to Course Catalog to all users and access to Course Content only to enrolled trainees, s and Course Managers. xiii. Allow searching of courses based on filters, e.g. course properties, keywords, etc.	
	K. Feedback and Reporting Capabilities	The system should: i. Allow trainees to provide ranking/rating of the e-Learning experience (Likert Scale) and give comments on content and suggestions for improvement. ii. Have a built-in customized feedback form creation tool. iii. Automatically send notification/ link for course evaluation and feedback to all enrolled trainees after they complete the final assessment/ test. iv. Optionally, provide real-time reporting of all learning activities.	

			v. Have the capability to generate textual and/or graphical reports (MIS reports/ Complete Course Report/Individual Trainee Report, etc.) automatically or on-demand through the LMS interface vi. Have a web-based reporting interface with filters within the application to select requisite information for the generation of customized reports. vii. Be capable of printing reports from the application workspace. viii. Be capable of exporting the reports in a portable document format. ix. Be able to assign access levels to different kinds of reports.	
		L. Communication & Collaboration	The system should: i. Allow display of important news/ announcements on the portal. ii. Be able to manage the event communications and reminder notices by sending automated notifications via email to selected users or all users. iii. Allow administrators to send personalized notification via email to selected users. iv. Allow administrators to turn on or off the notification of events. v. Web-based calendaring and scheduling of important events like course commencement, completion date, etc.	
2.	Non-Functional Requirements	A. Policies and Agreements	i. The solution should conform to the Industry Best Practices for IT security in similar systems and also to IT practices followed in IAA. ii. The system should conform to the statutory/ legal requirements of IAA from time to time. iii. The system architecture should adhere to industry standards. iv. The system should be compliant with all provisions of the latest Indian Information Technology Act, including amendments as made from time to time. v. The system which provides Software as a Service (SaS) should be available 24x7 with an uptime of 99.9% or conforming to the provisions laid in SLA. The planned downtime needs to be communicated 30 days prior to the schedule. vi. The vendor should follow NDA (Non-Disclosure Agreement) and Exit Management Plan, etc., as laid by IAA.	

		B. Training of Users	i. The vendor should provide at least one onsite training about course administration through LMS. ii. The vendor should use multimedia training aids such as videos, pdf, ppt, doc, xls for functional and technical training materials for all the users of LMS application. iii. The vendor is expected to maintain, edit and update all training content of LMS in sync with changes made in the LMS solution throughout the contract period.	
		C. Support Services	i. The vendor should provide 24X7 post-implementation on-call support for all functions and features of LMS.	

			ii. If the resolution is not provided through on-call/ online support within 24 hours, then onsite support & resolution must be provided within next 48 hours. iii. If the vendor is providing any hardware terminal on-site for any particular function for a cloud-based LMS environment, then the hardware support should also be provided by the vendor. iv. The vendor should provide the support team structure and the roles and responsibilities of the support team members. v. The vendor should provide a complaint escalation matrix/ procedure.	
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Basic Definitions:

1. **Administrator or Admin:-** Administrator has full access to all course content. He can perform can Create, Read, Update and Delete (CRUD) operations on the portal. Admin can also assign courses, apply CRUD operation on any participant at any level of the program.

2. **Course Nodal Officer (CNO) :-** Course Nodal Officer is the next hierarchy,

- a) He can approve or reject the participant enrolled in any course.
- b) Conducts the course under his presence
- c) Generates Certificates after successful completion of the course.
- d) He can perform CRUD operation for Organization Nodal Officers (ONO).
- e) He also confirms the payment is received or not.

3. **Organization Nodal Officer (ONO) :-**

- a) He can enroll himself on the portal using group admin sign up option.
- b) He can enroll participants for a course using a bulk upload option using excel file.
- c) He conducts the course for his participants in his presence.
- d) He also pays the course fee of all the participants enrolled by him.
- e) He also have to ensure that details of all participants enrolled into a course by him are correct and verified.

1. When a user enters the URL of the portal on any web browser, he should have an option for sign-up as a single user and sign-up as a group user.

Single User

An Individual User, wishing to enrol for e-course training, will sign up using single user registration. Group User

In case a user wishes to enrol a group of participants for the training, user will sign up using Group user registration.

Steps to enrol in the course for Single User

Step 1. Single User should register oneself on the portal using sign-up option available on the portal.

Step 2. After successful registration, an e-mail is sent to single user informing about successful registration. Step 3. Course Nodal Officer then verifies user details and approves the single user.

Step 4. After successful approval by Course Nodal Officer, single user gets an e-mail stating that his registration is approved and receives a link for payment in the email.

Step 5. Single User clicks on the payment link and pays the course fee using Debit Card or Credit Card or Net Banking.

Step 6. After successful payment, an email is sent to the single user informing about successful enrollment in the course and receives user ID and password to login for the course.

Step 7. Single User logs in to the portal using user ID and password.

Step 8 Single user accesses the course and after completion, attempts the quiz in each module.

Step 9. After successful completion of all modules and quizzes for every module, single user downloads certificate with the option available on the portal

Steps to enrol in the course for Group User

Step 1. Organization nodal officer registers oneself on the portal using ‘group admin user’ sign-up option.

Step 2. After successful registration, an e-mail is sent to Organization nodal officer informing about successful registration and receives user ID and password to login.

Step 3. Organization nodal officer logs in to the portal and then registers all officials of his/her organization who are desirous of participating in the training. Step 4. After successful registration, Organization nodal officer can see the details of his/her participants on the portal.

Step 5. Course Nodal Officer then verifies the details of Organization nodal officer’s participants and then approves them.

Step 6. After approval by Course Nodal Officer, an e-mail is sent to Organization nodal officer about successful approval of his/her participants and a link for making the payment.

Step 7. Organization nodal officer clicks on the payment link and pays the course fee for all participants of his/her organization willing to undergo training using Debit Card or Credit Card or Net Banking option.

Step 8. After successful payment, an email is sent to the Organization Nodal Officer informing about successful payment and receives an intimation – “please contact Course Nodal officer for course administration”

Step 9. Course Nodal officer administers the course for Organization nodal officer’s participants in his presence.

Step 10. After the end of each module of the course, Course Nodal Officer must click on a underrating that the course is conducted in his presence. Step 11. After the end of the course, Course Nodal Officer must click on a underrating that the course is conducted in his presence.

Step 12. After successful completion of course, Course nodal officer downloads the certificates and hands over to Organization Nodal Officer.

Note: 1. Any changes/modifications or adding additional features on the portal in order to meet the flow of the course registration upto course completion can be done by IAA.

2.The changes or additional features in the LMS portal are in the scope of the work.

3.Salient Features of Certificate Design

1. The certificate Design will be provided by IAA as per standards.
2. Every certificate must have unique identification no.
3. Every Certificate must have unique QR code, so that the certificate can be verified.
4. Every certificate must be clean and attractive without any shadows, watermark etc.

4. Existing technical specification:

Number of Concurrent users:

Total number user in each slot of 4 hours (containing 2: 45 hours of video and pdf/ppt content) is 400 out of which Single User: 300 , Group user: 100

Total six (06) slot in a day each containing 400 user= $06 \times 400 =$ **Maximum 2400 users per day**

Front end: Angular

Backend: .NET

Database: PostgreSQL

Details of hosting service provider for the website: Webworks

SSL certificate details: Let's Encrypt

Encryption Type: 256 bit

Checksum: 512 bit

Website Technology and version: . NET

Operating System hosting the Website: LINUX

Application Server details: Others

Web Server details: Apache

Location of Database server: Mumbai

Type of settlement facility (Single Account/ Multi Account): Single Account

Time interval to timeout the transaction: 20 minutes

Existing URLs Details:

Website Name/URL:

1. <https://iaaweb.dhanushinfotech.com/>
2. <https://iaalms.dhanushinfotech.com/>

Payment URL:

1. <https://iaaweb.dhanushinfotech.com/api/payment/MakePayment>
2. <https://iaalms.dhanushinfotech.com/api/payment/MakePayment>

Push Response URL:

1. <https://iaaweb.dhanushinfotech.com/api/payment/ConfirmPayment>
2. <https://iaalms.dhanushinfotech.com/api/payment/ConfirmPayment>

Logo URL*:

1. <https://iaaweb.dhanushinfotech.com/assets/img/iialogo-login.png>
2. <https://iaalms.dhanushinfotech.com/assets/img/iialogo-login.png>

Date: _____

(Signature of the Bidder) Official with Stamp

Annexure-A

CHECKLIST of Cover-I/(PQQ cum FEEs)

**(To be uploaded by applicants along with tender/bid application in Envelope-I i.e. (Fee) Bid)
(Tender/Bid ID: GEM/2025/B/6862190)**

Name of work-: “Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA)”

Ref No.	Qualifying Criterion	Particulars	Enclosure check list
			1.
1	Envelope-I should consists of following details		
a	Details of Tender/bid Fee (DD)	Self-attested copy of Bank DD – Necessary document. (Exemption certificate with supporting documents may be given in this stage if applicable)	Tender/Bid Fee (DD) (Enclosed / Not Enclosed)
b	Details of Earnest Money Deposit (EMD) (DD)	Self-attested copy of Bank DD- Necessary document. (Exemption certificate with supporting documents may be given in this stage if applicable)	EMD Fee (DD) (Enclosed / Not Enclosed)
c	Scanned copy of duly signed and Stamped Unconditional Acceptance of IAA’s Tender/bid Conditions. (Performa given on Annexure-I of tender/bid document)	Necessary document 45	Unconditional Acceptance Letter (Enclosed / Not Enclosed)
d	Authorization letter/ power of attorney (If applicable)	Necessary document	Authorization Letter/ Power of Attorney (Enclosed / Not Enclosed)
e	Valid NSIC/MSME registration certificate issued by competent authority, in case of seeking for exemption for Tender/bid Fee and EMD by the NSIC/MSME registered firms.	Necessary document	NSIC/MSME registration certificate Enclosed / Not Enclosed

Envelope-II: - The Financial e-Bid through GeM portal:			
	Standard BOQ (.xls)	Necessary document	Enclosure of BOQ: Yes/No
	Note: BOQ must be uploaded by all bidders at the time of Financial e-bid opening (Envelope-II) only through GeM portal.		

DECLARATION

I (_____) hereby declare that the documents submitted / enclosed are true and correct. In case any document at any stage found fake / incorrect, action as deemed fit by IAA can be taken against me.

Place:

Date:

Signature

**Authorized Signatory of the contractor/ Firm
(Signature with stamp)**

CHECKLIST of Cover-I/ (PQQ cum Technical)

**(Pre-Qualifying cum Technical Proforma to be uploaded by applicants along with
tender/bid
Application in Envelope-I)
(Tender/Bid ID: GEM/2025/B/6862190)**

Name of work: “Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA)”

1	2	3	4
Ref No.	Qualifying Criteria	Particulars	Enclosure Check List
1	Name and Registered Office Address of the Firm / Contractor	Name: Address: Ph. No. (Office): Mobile No.: Fax No.: E-mail ID: (Necessary documents)	

2	Details of valid registration in appropriate class of CPWD / MES / P&T / RAILWAYS / STATE PWD / PSUs / Municipal Corporations & Development Authorities of Delhi, Mumbai, Chennai and Kolkata / Manufacturers (or) their Authorized Dealers (or) Agency specialized in similar nature of work and Registered with Registrar of Companies / Firms / Central Govt. / State Govt. entity in India.	Certificate of Incorporation or Registration should be valid & verified document as applicable on certificate (Necessary document)	Copy of Registration Certificate/Certificate of Incorporation (Enclosed / Not Enclosed)
3	Valid Permanent Account Number (PAN) from Income Tax and GST Registration Certificate.	PAN Card & GST registration certificate should be valid & verified documents (Necessary document)	PAN Card & GST Registration Certificate (Copy Enclosed / Not Enclosed)
4	Digitally / signed Tender/bid Document	(Necessary document)	Tender/bid Document (Enclosed / Not Enclosed)
	Certificate from clients of having satisfactorily Completed similar works.	Details of the Three/Two/One works as applicable (Necessary document)	Copy of work completion certificates as applicable (Enclosed / Not Enclosed)

5	a) Three works of 40 % OR b) Two works of 50% OR c) One work of 80% of estimated amount in single contract of similar nature during last 7 years ending on last date or extended date for submission of bid, in India	1.Client: Name of Work: Order No. & Date: Cost: Date of completion:	Copy of work completion certificates (Enclosed / Not Enclosed)
		2.Client: Name of Work: Order No. & Date: Cost: Date of completion:	Copy of work experience certificates (Enclosed / Not Enclosed)
		3. Client: Name of Work: Order No. & Date: Cost: Date of completion: (Necessary documents)	Note: Work Order/Purchase Order is not proof of work completion/experience certificate
6	Whether experience from Private clients?	Experience of Non- Govt. Organization or private client, should submit copy of Bank Details / CA certificate and Bill Invoice in support of their claim for having experience of stipulated value of work (Necessary documents)	Work experience Certificate (Enclosed / Not enclosed) TDS Certificate (Enclosed / Not enclosed)
7	Turnover	Year INR (in Lacs)	
	Annualized average financial Turnover equivalent to Indian 30% of Estimated Cost/Amount during last three financial years.	FY 2022- 23 (UDIN verified) FY 2023 - 24 (UDIN verified) FY 2024 - 25 (UDIN verified) (Necessary documents)	Proof of Turnover (Abridged Balance Sheet and Profit & Loss Account certified by Chartered Accountant, (UDIN verified) (Enclosed / Not Enclosed)
	Average Rs.		
9	Undertaking for Registration Certificate in the format as given at Annexure-IV of tender/bid document	(Necessary documents)	Enclosed / Not Enclosed
10	Details of E-Performa in the format as given at Annexure-III of tender/bid document.	(Necessary documents)	Enclosed / Not Enclosed

11	Undertaking Regarding Blacklisting in the format given at Annexure-II of tender/bid document.	(Necessary documents)	Enclosed/Not Enclosed
12	Proforma for certificate of Net Worth from chartered accountant given at Annexure-V of tender/bid document.	FY 2024 - 25 (UDIN verified) (Necessary documents)	Net worth Certificate for FY 2024-25 (UDIN verified) (Enclosed/Not Enclosed)
12	Details of any other information, if any		(Enclosed/Not Enclosed)

Signature
Authorized Signatory of the contractor/ Firm
(Signature with stamp)

(To be submitted along with Fee in Envelope – I)

Annexure-I

UNCONDITIONAL ACCEPTANCE LETTER

(To be uploaded in Fee/PQQ/Technical envelope)

(Tender/Bid ID: GEM/2025/B/6862190)

To,
The Director,
Indian Aviation Academy, Vasant Kunj, New Delhi
110070

Sub: Acceptance of Terms & Conditions of Tender/bid

Name of Work: **E-TENDER/BID FOR “Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA)”.**

Dear Sir,

The tender/bid document for the works mentioned above have been sold to me/us by Indian Aviation Academy and I / we hereby certify that I / we have read the entire terms and conditions of the tender/bid document made available to me / us in the office of The Director, Indian Aviation Academy, New Delhi, which shall form part of the contract agreement and I / we shall abide by the conditions / clauses contained therein.

1. I / We hereby unconditionally accept the tender/bid conditions of IAA’s tender/bid document in its entirety for the above works.
2. It is clarified that after unconditionally accepting the tender/bid conditions in its entirety, it is not permissible to put any remarks / conditions (except unconditional rebates on quoted rates if any) in the tender/bid enclosed in envelope I and II and the same has been followed in the present case. In case any provisions of this tender/bid are found violated after opening the envelope I and II, I / we agree that the tender/bid shall be rejected and IAA shall without prejudice to any other right or remedy be at liberty to forfeit the full said earnest money absolutely.
3. That I/we declare that I/we have not paid and will not pay any bribe to any officers of IAA for awarding this contract at any stage during its execution or at the time of payment of bills and further if any officer of IAA ask for a bribe/gratification, I will immediately report it to the appropriate authority of IAA.

51

Yours Faithfully,

Date: _____

(Signature of the tender/bidder with rubber stamp)

Annexure-II

(To be submitted along with Pre-Qualifying cum Technical Bid in Envelope – I on his Letter Head)

Name of Work-: “Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA)”.

UNDERTAKING REGARDING BLACKLISTING

(Tender/Bid ID: GEM/2025/B/6862190)

I/we (Name and post of authorized signatory) on behalf

..... (Name of firm) do here by solemnly affirm and declare as follow:

Our firm is not debarred / blacklisted by Indian Aviation Academy, Airports Authority of India or Central / State Govt Depts. / PSU Bank / ADB etc. and the debarment is not in force as on last date of submission of proposal. Our firm understand that in case above is discovered at later stage, our firm shall be liable for restrained from bidding in IAA, apart from any other appropriates contractual action including debarment/blacklisting, termination of the contract.

Date-:

[Signature and name of the authorized
Signatory of the firm]

Place-:

Note: Above undertaking is to be given on a non-judicial stamp paper of Rs. 100/-

Annexure-III

(To be submitted along with Pre-Qualifying cum Technical Bid in Envelope – I on his Letter Head)

Name of Work-: “Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA)”.

Pro forma for e-Payment
(Tender/Bid ID: GEM/2025/B/6862190)

To
Director,
Indian Aviation Academy,
Vasant Kunj, New Delhi.

Subject: - Request for e-Payment.

Sir,

The following particulars are given below for effecting E-Payment in respect of our claim / bill.

1. Name of the Company :
2. Address :
3. Bank Account Number :
4. Bank Name :
5. Branch Address :
6. Branch Code :
7. IFSC Code of the Bank :
8. Permanent Account No. :

53

We are also enclosing herewith a cheque duly cancelled of our above Bank Account Number _____.

Thanking You

Yours faithfully,

Signature of Contractor
With rubber stamp

**Undertaking of Registration Certificate
(Tender/Bid ID: GEM/2025/B/6862190)**

(To be submitted along with Pre-Qualifying cum Technical Bid in Envelope – I on his Letter Head)

Name of Work-: “Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA)”.

I/We _____ (Name of company/ Firm) _____ hereby undertakes that in case the Registration Certificate No. _____ dated _____ issued by _____ and Experience Certificate No. _____ dated _____ issued by _____ (Name of Department) _____ submitted by me / us, is found to be forged /false at any stage, I / We may be debarred from IAA for taking participation in all future IAA works& any other suitable action may be taken against our company / firm as deemed fit by IAA.

Signature of Director / Proprietor of the Company / Firm With rubber-stamp.

ANNEXURE-V

CERTIFICATE OF NET WORTH FROM CHARTERED ACCOUNTANT

(To be submitted in Envelope-I)

(Tender/Bid ID: GEM/2025/B/6862190)

Name of Work:- “Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA)”.

“It is to certify that as per the audited balance sheet and profit & loss account during the financial year the Net Worth of M/s
(Name & Registered Address of individual/firm/company), as on (the relevant date) is Rs.
.....after considering all liabilities. It is further certified that the Net Worth of the company has not eroded by more than 30% in the last three years ending on (the relevant date) of financial year FY 2024-25.”

Signature of Chartered Accountant

.....

Name of Chartered Accountant

.....

Membership No. of ICAI

.....

Date and Seal

Proforma for Exit Management Plan

(Tender/Bid ID: GEM/2025/B/6862190)

(To be submitted along by successful bidder within 10 days after the award of the work)

Name of Work:-“Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA)”.

I/we (Name and post of authorized signatory) on behalf (Name of firm) do here by solemnly affirm and declare as follow:

In any of the circumstances where:

- (i) End of the contract period
- (ii) Bankruptcy of the our company/firm
- (iii) Violation of terms and conditions by us as specified in the tender document
- (iv) IAA on it's discretion decides to remove the contractor by giving a notice period.
- (v) Or any other case where the contract is getting closed or completed.

In any one of the above circumstances, M/s _____(Name of the Company) will follow the Exit Management Plan as described below:

- a) Provide complete integrity of user data, course content and shall return back all the user information, course content to IAA.
- b) All course related information has to be given back to IAA and no information in any aspect has to be withheld by the bidder before leaving the contract.
- c) Shall clear all database, cache containing any information about IAA and cannot further host any of the IAA logo, name, image, course in any form on any platform whatsoever.
- d) Duplicity/Copying or using of Course Content for any other purpose provided by IAA in any other form is strictly prohibited.
- d) Violating of any of the above conditions shall be treated as breach of personal information and further actions shall be taken as deemed fit as per Information Technology Act.

Date:-

[Signature and name of the authorized Signatory of the firm]

Place:-

Note: Above undertaking is to be given on a non-judicial stamp paper of Rs. 100/-

Annexure-VII

PROFORMA BANK GUARANTEE FOR CONTRACT PERFORMANCE

(Tender/Bid ID: GEM/2025/B/6862190)

(To be stamped in accordance with Stamp Act)

(The non-judicial stamp paper should be in the name of issuing Bank)

Name of Work:- “Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA)”

Ref : _____

Bank Guarantee No : _____

Date: _____

To
Director
INDIAN AVIATION ACADEMY
Vasant Kunj, New Delhi - 110070

Dear Sirs,

In consideration of the Indian Aviation Academy (hereinafter referred to as the Owner", which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s -----
----- (hereinafter referred to as the 'Contractor', which expression

shall unless repugnant to the context of meaning thereof, include its successors, administrators, executors and assigns), a contract. Bearing No. ----- dated-----

valued at ----- for ----- and the contractor having
(scope of contract) agreed to provide a Contract Performance of the
entire Contract equivalent to ----- (percentage as per GeM
Bid Document) of the said value of the Contract to the Owner. We at

(hereinafter referred to as the 'BANK', which expression shall, unless repugnant to the context or meaning thereof, include the successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the Owner, on demand any and all money payable by the Contractor to the extent of ----- as aforesaid at any time upto ----- (day/month/year) without any demur, reservation, contest, recourse or protest and/or without any reference to the Contractor. Any such demand made by the owner the Bank shall be conclusive and binding notwithstanding any difference between the owner and contractor or any dispute pending before any court, tribunal or any authority.

The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Owner and further agrees that the guarantee herein contained shall continue to be enforceable till the Owner discharges this guarantee. The Owner shall have the fullest liberty, without affecting in any way the liability of the Bank under this guarantee, to postpone from time to time the exercise of any powers vested in then or of any right which they might have against the Contractor. And to exercise the same at any time in any manner, and either to enforce or to forebear to enforce any covenants, contained or implied, in the Contract between the Owner and the Contractor or any other course of or remedy or security available to the Owner. The Bank shall not be released of its obligations under these presents by any exercise by the Owner or by any other matters or thing whatsoever which under law would, but for this provision, have the affect of relieving the Bank. The Bank also agrees that the Owner at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee that the Owner may have in relation to the Contractors liabilities.

Notwithstanding anything mentioned herein above our liability under this guarantee is restricted to Rs. ----- and it shall remain in force upto and including - ----- and shall be extended from time to time for such period (not exceeding one year), as may be desired by M/s ----- on whose behalf this guarantee has been given.

WITNESS

Dated this ----- day of ----- 2024 at -----

Signature ----- Signature -----

Name ----- (Bank's Rubber Stamp)

Official address ----- Name -----

Designation with Bank Stamp
58
Attorney as per Power of

Attorney No. -----

Date _____

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Schedule of Quantities

(Tender/BID ID: GEM/2025/B/6862190)						
Name of Work:- “Online Hosting & Maintenance of e-Learning Management System (e-LMS) for period of one (01) year further extendable for another six (06) months at Indian Aviation Academy (IAA)”						
Payment terms: Payment towards the cost of hosting, maintenance and associated services will be paid quarterly. And first quarterly payment will be made after three months from the acceptance test. Time: Migration should be completed within 10 days and by that time firm must resource things to manage the hosting and maintenance related services as per the existing technical specification of scope of the work. Warranty / Design and Development mode: Support of customization of the accepted system shall be available for 1 year from the date of initial acceptance without any additional cost.						
S.N.	Item Description	Quantity	Units	GST in %	Basic rate in figures (Price in INR Including GST)	Total amount(Price in INR including GST)
2	Hosting cost to cater the users up to 2400 per day as per the scope of work	12	Months			₹ 0.00
3	Maintenance & Service cost to cater the users up to 2400 per day as per the scope of work.	12	Months			₹ 0.00
	Total Cost (Price in INR inclusive GST)					₹ 0.00

Note 1: Financial bid comparison shall be done on the basis of Grand total cost.

Note 2: Only one financial bid is to be submitted by one vendor/agency.

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