

# CHANAKYA NATIONAL LAW UNIVERSITY

Nyaya Nagar, Mithapur, Patna -1, Ph. No. – 0612-2352300, Website: <https://cnlu.ac.in>

NIQ No.: – 46/2023-24

Date: - 21/12/2023

## **Tender Notice Supply & Installation of Software (1 Teacher plus up to 20 students) for Language Lab.**

There is an urgent requirement of Software (1 Teacher plus up to 20 students) for the Language Lab of Chanakya National Law University. Hence, OEM / retailers of such Software are requested to send us the sealed proposal as per details mentioned below:

### **Methodology:**

- a) Technical Quotation & Financial Quotation

### **Scope of work**

1. The scope of work shall include the Supply & Installation of Software (1 Teacher plus up to 20 students) for Language Lab.
2. Training of Teachers for using such software

### **Who can participate**

1. Firms having documents as per Annexure-III, Declaration related to litigation history as per Annexure-II on Rs. One Hundred Non Judicial Stamp Paper and product as per Annexure-I mentioned in this NIQ are eligible to participate in this NIQ.

### **Important Date & Time**

- |  |   |                              |
|--|---|------------------------------|
| ✓ Last date & time of offline submission         | : | up to 02:00 pm on 09/01/2024 |
| ✓ Date & time of Online Opening of Technical Bid | : | at 02:30 pm on 09/01/2024    |
| ✓ Date & time of Online Opening of Financial bid | : | will be intimate later       |
| ✓ Place of all meeting                           | : | Chamber of Registrar         |

### **Availability**

- ❖ NIQ documents can be available for download in the tender section at front page of CNLU website i.e., <https://cnlu.ac.in>

### **Terms & Conditions**

#### **1. Manner of submission of the Quotations:**

- i. Technical Quotation (Annexure-I, II & III along with required documents) in Envelope One.
- ii. Financial Quotation in Envelope Two.

Keep these two envelopes in a large envelope and seal it. Write "NIQ No.- 46/2023-24, dated 21/12/2023 for "Supply, Installation & commissioning of Software (1 Teacher plus up to 20 students) for Language Lab" at upper part of Envelope and Sealed Quotation should be either dropped in the Quotation Box at University Office or be sent by Post / Courier at the address "Registrar, Chanakya National Law University, Nyaya Nagar, Mithapur, Patna-800001" so as to reach by the due date and time. Incomplete quotations are liable for rejection.

2. All the documents, annexed with technical quotation, should be duly signed, stamped and indexed properly. Financial

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quotation should be on the letter head of the quotationer and as per “Anexure-IV”.

3. Documents as mentioned in Annexure-III are mandatory. Quotationer should annex all the copy of Genuine documents with technical quotation otherwise their technical bid shall be declared non responsive.
4. Quotationer or their authorised representative shall remain present during the opening of Technical quotation and Quotationers whose technical quotation is declared responsive shall remain present at the time of opening of Financial quotation.
5. The price will remain firm and fixed during the pendency of the contract. It will not vary on any account whatsoever.
6. EMD Cost: Rs. 10,000/- should be submitted through Demand Draft in the name of Registrar, Chanakya National Law University, Patna payable at Patna. **Demand Draft should be enclosed with technical quotation.**
7. Cost of participation fee: Rs. 750/- should be submitted through Demand Draft in the name of Registrar, Chanakya National Law University, Patna payable at Patna. **Demand Draft should be enclosed with technical quotation.**
8. Incomplete quotation and quotation without genuine documents are liable for rejection. No responsibility will be taken for postal delay or non-delivery/ non-receipt of Quotation documents.
9. **Amendment of Quotation Document.**
  - a. At any time prior to the last date for receipt of quotations, the client may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Quotationer, modify the Quotation Document by an amendment.
  - b. The amendment will be notified through the official website of Chanakya National Law University for all the prospective Quotationers.
  - c. In order to afford prospective quotationer reasonable time in which to take the amendment into account in preparing their quotations, the Client may, at its discretion, extend the last date for the receipt of the Quotations.
10. **Chanakya National Law University reserves the right to withdraw / cancel / amend the quotation at any stage without assigning any reason whatsoever.**
11. **Price should be quoted in Indian Rupees only.**
12. **Clarification regarding contents of the quotations:**
  - I. During evaluation and comparison of quotations, the Buyer may, at its discretion, ask the quotationer for clarification of his quotation. The request for clarification will be given in writing and no change in prices or substance of the quotation will be sought, offered or permitted. No post-quotation clarification on the initiative of the quotationer will be entertained.
  - II. The University will be at liberty to involve any expert or team of experts in evaluating the quotation for completing the entire process.
13. **Opening of Quotation:**
  - i. Quotations shall be opened in the presence of the designated Authority/Authorities and representatives of the

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quoters who wish to be present. The date of the financial quotation opening will be communicated to the shortlisted quotationers at a later time.

#### 14. Inspection and Acceptance Protocol :

- (i) **Acceptance Testing:** It requires uninterrupted, trouble-free operation of software for the language lab for a duration of five working days of University after installation. No additional charges shall be paid to the supplier for the execution of these acceptance tests. It is imperative that there be no occurrences of any software-related issues during the testing period.
- (ii) **Rectification Grace Period:** If the supplied items fail to meet the acceptance testing criteria, the supplier must resolve the issues within two days and ensure successful completion of the acceptance testing. Failure to do so, the decision of the higher authority of CNLU in this regard will be final.

#### 15. Acceptance Certificates:

Upon the successful completion of the acceptability test, the receipt of deliverables, and the satisfaction of the purchaser with the performance, an acceptance certificate, signed by both the supplier and a representative of the purchaser, will be issued. The date on which this certificate is signed will be considered the official date of the successful installation of the software.

16. **Service Period:** One year from the date of issuance of Acceptance Certificate. Service norms will be as per agreement.

#### 17. Incidental Services:

The following services shall be provided, and their associated costs shall be incorporated into the financial proposal:

- A. **Operation and Maintenance Manuals:** Provision of detailed operation and maintenance manuals for software to CNLU' Office.
- B. **Maintenance and Repair:** Maintenance of the software during the service period, including its troubleshooting and sorting out the users problem.

#### 18. Supplier's Obligations:

The Supplier is bound by the following obligations:

- I. **Collaboration with Purchaser:** The Supplier is required to maintain close cooperation with the Purchaser's staff. This entails working within their designated authority and adhering to directives issued by the Purchaser concerning implementation activities.
- II. **Compliance with Safety Measures:** The Supplier is expected to adhere to the prevailing job safety standards in India. Moreover, the supplier shall absolve the Purchaser of any claims or liabilities resulting from accidents or loss of life caused by the Supplier's negligence. The Supplier is responsible for the payment of all indemnities arising from such incidents and shall not hold the Purchaser liable or accountable.
- III. **Personnel Management:** The Supplier bears the responsibility for the supervision and management of its personnel. Any misconduct or infractions will be the sole responsibility of the Supplier.
- IV. **Confidentiality:** The Supplier is obligated to treat all data and information concerning the Purchaser, obtained in the course of executing their responsibilities, with the utmost confidentiality. The Supplier shall not disclose such information to any third party without prior written consent from the Purchaser.

The Supplier shall be responsible for procuring all tools required for the execution of the work, and this cost shall be borne by them.

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**19. Training:**

The Supplier is obligated to provide training of software. The specifics of the training schedule will be mutually agreed upon by both parties during the work award process.

**20. Technical Documentation:**

- I. Detailed instructions for operation and maintenance are mandatory for software. The language used in the documentation must be English / Hindi. This ensures comprehensive and accessible guidance for the efficient operation and upkeep of the software.
- II. Audio-Visual Training manual of the content shall make it available to the CNLU.

21. Financial quotation valid up to 29/02/2024.

**22. Settlement of Disputes**

- a) In the event of any dispute, controversy, or claim arising in relation to or in connection with the Purchase Order (P.O.) or Agreement, it shall be subject to the exclusive jurisdiction of the courts in Patna.

23. The supplier will enter into the agreement within seven working days from the date of the purchase order on a Rs 1,000/- non-judicial stamp paper.

**24. Payment Terms :**

Payment for Goods shall be remitted in Indian Rupees, as outlined below:

- I. **Payment:** Payment shall be made after the successful conclusion of performance tests and issuance of the Acceptance Certificate.
- II. **Deductions :** Statutory deduction as applicable.

**Registrar  
CNLU, Patna**

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**Annexure-I:**

Language Lab Software Specification (1 Teacher plus up to 20 students)		Compliance (Put Yes / No)
<b>Software Name &amp; Version =</b>		
1	<b>Users and their rights (General)</b>	
	Cloud / LAN compatible Digital Interactive Language Lab Software of latest version with license. LSRW should be compatible for Indian Learners, capable of creating new modules in new languages compatible with English UK, Australian and Indian	
	The module should have separate password protected login for a) Management b) Teacher and c) student with functions as described below	
	a) Management login should have the option to monitor the activities of both teachers and students and view various reports of scores, grades, performance graph/Bar/Pie in exercises, answer sheets, teacher and student attendance, live class and conference report, vote report and examination reports.	
	b) Teacher login should have the following functions.	
	<b>Interface functions:-</b>	
	Should be able to communicate with an individual student without disturbing others through audio/video/text and similarly, students should have the option to talk to the teacher personally, to broadcast messages to selected students, a group or to a whole class by instant messaging, audio and video chatting and real-time monitoring of students' activity	
	Teacher should be able to control the student's computer from their own desk and Shutdown, Reboot, Logoff, Lock screen, Enable/Disable Input (keyboard & mouse)	
	The teacher should be able to group students temporarily so that the students can communicate with each other by using text facility, audio message and video talks.	
	The teacher should be able to create their own audio/video lessons and enable to assign the pre-recorded lesson for future dates	
	The teacher should be able to upload PDF files (e-books) for the students to read and able to provide writing assignments to the students	
	The teacher should be able to stream online internet videos/movies for showing it to students	
	The teacher should be able to plug or insert any external device (USB, CD/DVD) and to play or use the files. The teacher should be able to select video from a variety of sources such as a TV/DVD player, satellite receivers and play that video directly to the students' desktops	
	The teacher should be able to pair or group students for debates for group discussions and observe/control them selectively, by groups	
	The software should have 5 levels of Login IDs (Teachers, Students, Parents, Management, and Administrator) and there should be Password controlled login IDs for HOD, Principal, Teachers and Students, District Functionaries/ Administrator. Also there should not be any restriction for creating login IDs for teachers and students	
	There should be a tool to enable the teacher to view students directly through their webcam to evaluate in a better way on the learning progress of the individual student	
The Teacher software should have a facility to share the screen to the students		
The teacher should be able to create and assign homework to students. The students should be able to download these files and work at their convenience and upload them to the teacher when completed.		

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NIQ No.: – 46/2023-24

Date: - 21/12/2023

The teacher should have real-time monitoring of students' activity. Incognito supervision of students' activities by listening discreetly to the voice of the selected students	
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The teacher should have the option to emulate a normal classroom whiteboard, where the teacher can type or draw on the board and send that to a single, a group or to all students	
The software should have Web based dashboard content monitoring facility	
The Teachers should have Exam (Paperless Exam) in the form of MCQs, True or False , Fill in the blanks	
<b>Content development functions:</b>	
The teacher should be able to create and assign lessons/works to selected students, a group or to a whole class	
The teacher should be able to create online exams and conduct them based on the assigned audio/video lessons.	
The teacher should be able to create and assign homework to students: Online and Offline Home Work, Reading and writing assignments	
The teacher should have option to create questions in the form of MCQ, True or False, fill in the blanks or Match the following and should generates cores automatically	
Most of the clients should be Indian Clients	
The software should be with one-year onsite warranty and should include delivery, onsite installation, on site trainings (minimum three on site trainings to teachers which include real time classroom trainings in presence of students)and 24/7 online support services	
Student login: The software should be compatible to handle a minimum of 30 students at the same time with separate login. The students should be able to download the assignments and work at their convenience and upload them to the teacher when completed. The students should be able to discuss with their group members with the permission of the teacher.	
Experience: The Company should be trained with 50,000 plus students in the last 3 years. 2017-18, 2018-19, and 2019-20. And also it should be worked with various government organizations both state and central Government projects for providing English language training to students of schools.	
<b>Contents and Learning module</b>	
Learning modules should be in compliance with CEFR -5000 plus hours of learning materials divided into 100+ modules with 1000s of Lessons arranged in minimum 6 levels as Beginner, Elementary, Intermediate, Advanced, Proficient and Expert.	
The contents should include Vocabulary Builder, Common Expressions, Fun, Comedy & Cartoons, Situational Conversations, Poetry Master, Stories & Fiction, Monologues, Movies & T.V Shows Motivational Speeches News & Media, Debates & Presentations, Comprehension – Listening, Reading, Essential English Grammar, Classroom Etiquette, Telephone Etiquette, Common Errors in Spoken English, Polite English phrases for good social skills, Body Language – Do's & Don'ts, Poise & Posters, Email Artery, Letter Writing, Report Writing, C.V Builder, Interview Tips, Group Discussions, Public Speaking, Debates & Presentation –	
Career Lab Course modules should be based on 6 Levels with Exercise and answer banks with instant Scoring .	
Creating Confidence, Self Esteem, Self-Concept, Self-Acceptance , Personality Development, Goal Setting , Motivation , Self-Actualization, Attitude to Success , Problem	

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NIQ No.: – 46/2023-24

Date: - 21/12/2023

<p>Solving , Positive Thinking , Understanding Internships, How to make a great Resume, Prioritize your work , Team work, Career Guidance, Body Language, Higher Education – Studying Abroad, Attitudes and its importance, How to prepare well for Examinations, Time management, Decision Making, How to use internet for great jobs, Group Discussion, Presentation Deliver, Understanding Various Job Options, Formal Letter Writing, Public Speaking , Debating.</p> <p><b>** Every modules should have mention above the exercise with MCQ Answers</b></p> <p><b>** The software should include the tool to evaluate the Student Proficiency Level Test, the content materials should be ILT or CBT.</b></p> <p><b>** Language Lab should provide the User Certificate for Instructors &amp; Learners.</b></p> <p><b>** The teacher should be able to make the facility of Student Promotion.</b></p> <p><b>The teacher should be enabled with the Grammar Check Engine. The software needs to be Blind/Hearing Impaired Students Friendly</b></p> <p><b>** Language Lab should require 10+ Integrated Languages. (from 20+ languages like German, French, Spanish, Italian, Hindi, Sanskrit, Chinese, Greek, Portuguese, Arabic).</b></p> <p><b>** The teacher should able to make Graphical Analysis</b></p> <p><b>** The software should have pronunciation and accent training features with accuracy</b></p> <p><b>** Multiple choice questions should be given after each module.</b></p> <p><b>** The multiple-choice questionnaire can be created for different subjects</b></p> <p><b>** The software should be provided with Voice Insertion.</b></p> <p><b>** The teacher should be able to use the Speech Craft.</b></p> <p><b>** The teacher should be able to use the tool of Text-to-Speech.</b></p> <p><b>** The software should cover all 44 sounds of English with animated lip/ mouth movements , with practicing exercise</b></p> <p><b>** The Software should be able to record Students video</b></p> <p><b>** The software should have public speaking practicing for students with recording</b></p> <p><b>** Language lab should provide Multilingual interface.</b></p>	
<b>License</b>	
Lifetime perpetual License should be given.	
The software should support Teacher-led & Self-study Modes.	
The software should enable Data Security, Back-up & Easy Recovery.	
The software should support windows/Linux/Cloud Server/Thin Client users or tablets and also support ANDROID & IOS.	
Software must provide LSRW activities in normal mobile phones without using the Mobile app	
The software should have the ISO 9001 certification	

Signature of the Quotationer / Authorized Signatory

Seal of the Quotationer

Place

Date

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Annexure-II

## Declaration

I / we declare

that  
my \_\_\_\_\_ / \_\_\_\_\_ our \_\_\_\_\_ company  
namely..... has not  
been black listed by any Government / Semi Government Organisation nor should have any litigation enquiry pending and / or  
initiated by any of these Department or Court of Law with regards to the works executed by our company since incorporation.  
No FIR has been lodged against us.

that  
the documents annexed along-with the quotation are genuine and not tampered by me / us while copying.

that  
software for language lab namely \_\_\_\_\_ edition \_\_\_\_\_ quoted by me /  
us are matched with specifications mentioned in Annexure-I of NIQ no.- \_\_\_\_\_ dated \_\_\_\_\_.

that  
I / We examined the NIQ document and have no reservations and I / We agreed with all the terms & conditions of NIQ no.-  
\_\_\_\_\_ dated \_\_\_\_\_. If my / our declaration above found fake or forged then:

- i. my quotation document shall be rejected
- ii. Letter of Intent / Purchase Order / Agreement, if issued, shall be canceled and
- iii. FIR shall be inflicted against my / our company / firm by the University.



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Date: - 21/12/2023

Annexure-III

<u>Sr. No.</u>	<u>List of mandatory documents</u>	<u>Remarks</u>
1	Name of the quotationer, Address with contact number, FAX, E-mail of the Firm and Firm's Bank Account Details with Bank Name & Address and IFSC / RTGS codes mentioned.	
2	Copy of documents in support that the OEM of software should have been in existence for a period of at least 10 years as on 30/11/2023 in the field of Language lab Development, Sales & Support.	
3	Copy of documents in support that OEM of Software is of Indian Origin and having the products Made in India	
4	Copy of PAN card (in name of Proprietor in case of Proprietorship Firm & in name) & GST certificate of quotationer.	
5	Copy of Affidavit as per Annexure-II	
6	Copy of original document of single work order / agreement of Rs. 3,00,000.00 (Rupees Three Lakhs) or more, for Supply & Installation of software for language lab in reputed Institutes of Higher Learning / Indian Universities / Central or State Government Organizations / Professional bodies etc. during the financial years 2020-21, 2021-22 and 2022-23.	
7	DD for EMD.	
8	DD for Cost of Document.	
9	Copy of document of IT return of financial year 2020-21, 2021-22 and 2022-23.	
10	Copy of documents in support of details of license of software	

Signature of the Quotationer / Authorized Signatory

Seal of the Quotationer

Place

Date

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Date: - 21/12/2023

Annexure-IV

**To be printed on Letter Head of quotationer**

To,  
The Registrar,  
Chanakya National Law University,  
Nyaya Nagar, Mithapur, Patna-800001, Bihar

Subject : Financial proposal for the supply & installation of software (1 Teacher plus up to 20 students) for Language Lab called under the NIQ No.-..... dated : .....

Dear Sir,

Please find the Unit rate of below mentioned items:

<u>Sr. No.</u>	<u>Items</u>	<u>Product details</u>	<u>Quantity</u>	<u>Unit Rate with GST</u>
1	Supply & Installation of license of software (1 Teacher plus up to 20 students) for Language Lab		1 unit	
Rate with GST in word				

Signature of the Quotationer / Authorized Signatory

Seal of the Quotationer

Place

Date