



**Information Security Office  
Indian Institute of Science  
Bangalore 560012**

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**NOTICE INVITING LOCAL TENDER**

*for*

**A comprehensive solution for enhancing cybersecurity awareness  
amongst the IT users at Indian Institute of Science, Bangalore**

**Tender No: IISc/ISO/2026/LMS**

**Date: 01/Apr/2026**

CISO, ISO

Indian Institute of Science

Bangalore 560012

Email: [office.iso@iisc.ac.in](mailto:office.iso@iisc.ac.in)

**INDIAN INSTITUTE OF SCIENCE, BANGALORE**

Tender No: IISc/ISO/2026/LMS

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# Section 1 – Bid Schedule

1	Tender No	IISc/ISO/2026/LMS
2	Tender Date	1 <sup>st</sup> April 2026
3	Item Description	<b>Learning Management Solution (LMS) for Cybersecurity awareness</b>
4	Tender Type	Two bid system (i) Technical Bid (Part A) (ii) Commercial Bid (Part B)
5	Place of tender submission	Chief Information Security Officer DIGITS Building Indian Institute of Science, Bengaluru 560012 Attention: Mr. Srinivas Anand Rao
6	Last Date & Time for submission of tender	22 <sup>nd</sup> April 2026
7	For further clarification	Chief Information Security Officer DIGITS Building Indian Institute of Science, Bengaluru 560077 <a href="mailto:office.iso@iisc.ac.in">office.iso@iisc.ac.in</a>

# Section 2 – Eligibility Criteria

Prequalification criteria:

1. The Bidder's firm should have existence for a minimum of 5 years. (Enclose Company Registration Certificate).
2. The Bidder should belong to either Class-1 or Class-2 suppliers distinguished by their "local content" as defined by recent edits to GFR. They should mention clearly which class they belong to in the cover letter. a) Class-1 supplier: Goods and services should have local content of equal to or more than 50%. b) Class-2 supplier: Goods and services should have local content of equal to or more than 20 % and less than 50%.
3. Bidders offering imported products will fall under the category of non-local suppliers. They cannot claim themselves as Class-1 local suppliers/Class-2 local suppliers by claiming the services such as transportation, insurance, installation, commissioning, training, and other sales service support like AMC/CMC, etc., as local value addition.
4. Purchase preference as defined by the recent edits to GFR (within the "margin of purchase preference") will be given to the Class-1 supplier.
5. Quote should come only from Indian Original Equipment Manufacturer (OEM) or their Indian authorized distributor.
6. The quotations should be on FOR-IISc Bengaluru basis in INR only.
7. MSME can seek exemption to some qualification criteria. IISc follows GFR2017 for such details
8. The bidder should sign and submit the declaration for Acceptance of Terms and Conditions as per -Annexure 4.
9. The Bidder must not be blacklisted/banned/suspended or have a record of any service-related dispute with any organization in India or elsewhere. A declaration to this effect must be given as per Annexure 3.

# Section 3 – Terms and Conditions

## A) Submission of Tender:

1. All documentations in the tender should be in English.
2. Tender should be submitted in two envelopes (two bid system).
  - a. Technical Bid (Part-A) – Technical bid consisting of all technical details and check list for conformance to technical specifications. The technical proposal should contain a technical compliance table with 5 columns.
    - i The first column must list the technical requirements, in the order that they are given in the technical requirement below.
    - ii The second column should describe your compliance with a “Available out of the box”, “Will be made available with suitable customization” or “Not available” only.
    - iii The third column should state the reasons/explanations/context for the compliance status provided in third column, if any.
  - b. Commercial Bid (Part-B) – Indicating item wise price for the items mentioned in the technical bid, **as per the format of quotation provided in tender**, and other commercial terms and conditions.
3. The technical bid and price bid should each be placed in separate sealed covers, superscripting on both the envelopes the tender no. and the due date. Both these sealed covers are to be placed in a bigger cover which should also be sealed and duly superscripted with the Tender No, Tender Description & Due Date.
4. The SEALED COVER superscripting tender number / due date & should reach Chief Information Security Officer, Indian Institute of Science, Bengaluru – 560012, India on or before due date and time mentioned in the tender notice.
5. If the quotation cover is not sealed, it will be rejected.
6. All queries are to be addressed to the person identified in “Section 1 – Bid Schedule” of the tender notice.
7. GST/other taxes, levies etc., are to be indicated separately. The BIDDER should mention GST Registration and PAN in the tender document (Indian Bidders only).
8. If price is not quoted in Commercial Bid as per the format provided in tender document the bid is liable to be rejected.
9. The Institute reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to the award of contract, without there by incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders.
10. Incomplete bids will be summarily rejected.

## B) Cancellation of Tender:

Notwithstanding anything specified in this tender document, the purchase committee, IISc Bengaluru, in its sole discretion, unconditionally and without having to assign any reason, reserves the rights:

- a. To accept OR reject lowest tender or any other tender or all the tenders.
- b. To accept any tender in full or in part.
- c. To reject the tender, offer not conforming to the tender terms.

## C) Validity of the Offer:

The offer shall be valid 90 days from the date of opening of the commercial bid.

## D) Evaluation of Offer:

1. The technical bid (Part A) will be opened first and evaluated.
2. Bidders meeting the required eligibility criteria as stated in Section 2 of this document shall only be considered for technical evaluation. Further, agencies not furnishing the documentary evidence as required will not be considered.
3. Technical bids will be evaluated based on the following criteria:
  - i Compliance to Solution Specifications
  - ii Customer references provided
  - iii Product demonstration
4. Only bidders meeting the technical criteria as part of technical evaluation will be considered for the commercial evaluation.
5. Pre-qualification of the bidders shall not imply final acceptance of the Commercial Bid. The agency may be rejected at any point during technical evaluation or during commercial evaluation. The decision in regard to acceptance and / or rejection of any offer in part or full shall be the sole discretion of IISc Bengaluru, and decision in this regard shall be binding on the bidders.
6. The award of contract will be subject to acceptance of the terms and conditions stated in this tender.
7. Any offer which deviates from the vital conditions (as illustrated below) of the tender is liable to be rejected:
  - a. Non-submission of complete offers.
  - b. Receipt of bids after due date and time and or by email / fax (unless specified otherwise).
  - c. Receipt of bids in open conditions.

8. In case any BIDDER is silent on any clauses mentioned in these tender documents, IISc Bengaluru shall construe that the BIDDER had accepted the clauses as of the tender and no further claim will be entertained.
9. No revision in the terms and conditions quoted in the offer will be entertained after the last date and time fixed for receipt of tenders.
10. Lowest bid will be calculated based on the total price of all items tendered.

## E) Purchase Order:

1. The order will be placed on the bidder whose bid is accepted by IISc based on the terms & conditions mentioned in the tender document.
2. The quantity of the items in tender is only indicative. IISc, Bengaluru reserves the right to increase / decrease the quantity of the items depending on the requirement.
3. If the quality of the product and service provided is not found satisfactory, IISc, Bengaluru reserves the right to cancel or amend the contract.

## F) Delivery, Installation and Training:

The bidder shall provide the lead time for the proposed solution to be made functional from the date of receipt of purchase order. The system should be made configured and made available for testing within **30 days** from the date of receipt of purchase order, with go-live for users within **60 days** from the date of receipt of purchase order. The supply of the solution will be considered as effected only on satisfactory inspection of the features/capabilities tested by IISc, Bengaluru. The date of successful completion of inspection shall be taken as the start for the Annual Maintenance Contract.

The bidder should also arrange for technical training to the Institute's operational teams.

## G) Payment Terms:

As per GFR no advance payment can be made to domestic vendors, unless an equal amount of bank guarantee is provided. Payment shall be made only after successful 'Go-live' of the system.

## H) Statutory Variation:

Any statutory increase in the taxes and duties subsequent to bidder's offer, if it takes place within the original contractual delivery date, will be borne by IISc, Bengaluru subject to the claim being supported by documentary evidence. However, if any decrease takes place the advantage will have to be passed on to IISc, Bengaluru.

## I) Disputes and Jurisdiction:

Any legal disputes arising out of any breach of contract pertaining to this tender shall be settled in the court of competent jurisdiction located within the city of Bengaluru, India.

## J) General:

1. All amendments, time extension, clarifications etc., within the period of submission of the tender will be communicated electronically. No extension in the bid due date/time shall be considered on account of delay in receipt of any document(s) by mail.
2. The bidder may furnish any additional information, which is necessary to establish capabilities to successfully complete the envisaged work. It is however, advised not to furnish superfluous information.
3. Any information furnished by the bidder found to be incorrect, either immediately or at a later date, would render the bidder liable to be debarred from tendering/taking up of work in IISc, Bengaluru.

# Section 4 – Solution specifications

Category	Feature	Compliance status	Explanation
Core LMS Capabilities	Web-based access through standard browsers		
	Mobile-friendly interface or dedicated mobile application		
	Role-based access control (Administrator, Coordinator, Learner, Auditor)		
	Self-paced learning		
	Support for multimedia content (video, audio, PDF, SCORM, quizzes)		
Topics to be covered	Phishing and social engineering		
	Password hygiene		
	Importance of MFA		
	Email and internet usage safety		
	Data protection and privacy		
	Safe use of removable media and mobile devices		
	Ransomware and malware awareness		
	Insider threats		
	Institute's IS Policy clauses		
Content types	Suitable for Indian regulatory and threat context		

	At least annual refresh of content to address emerging cyber risks		
	English language content		
	Video-based training modules		
	Creative assets such as infographics, posters, wallpapers and newsletters		
	Gamified training modules		
	Metadata tagging of all contents, such as by size, duration, security domains, technical skills, user roles and keywords		
	Quizzes for awareness assessment		
Assessment and Certification	Online assessments and quizzes		
	Configurable pass/fail criteria		
	Question randomization		
	Timed assessments with auto-submission		
	Automatic issuance of completion certificates		
	Configuration of deadlines for users and groups		
	Configurable automated reminders		
	Re-training and re-certification workflows		
Administration features	Onboard users through a csv file		
	Management of user accounts - including adding individual users, searching		

	for user records, edit records and delete records		
	Configure user fields as per Institute's requirements		
	Management of user groups – including create, view, edit, delete, add users and remove users		
	Configurable campaigns for specific set of users / groups		
	Search and view content library across various categories		
	Upload custom content		
	Standard set of email templates for stakeholder communication		
	Email notifications for course assignments, deadlines and completions		
Reporting and Analytics	User-wise and department-wise real-time training status		
	Track and report based on campaigns		
	Content level usage tracking - such as view counts, completion rates and engagement metrics		
	Automated scheduled reports via emails		
	Compliance dashboards		
	Periodic (daily, weekly, monthly, yearly) usage reports		
	License usage tracking		

	License expiry notification		
	Exportable reports (PDF, Excel)		
	Audit-friendly logs and records		
Technology specifications	Hosted solution in vendor's Data Centre or cloud		
	Hosted in a location in India		
	Support for HTTPS, TLS 1.2 and higher		
	Web-based, browser agnostic solution		
	Android and iOS mobile apps for Learners		
	Integration capability with on-premises Active Directory and Azure Entra ID, to onboard users along with user metadata such as department, designation, etc		
	Integration with M365 through SMTP		
	Support for 250 concurrent users		
	Standard APIs for integration with other Institute systems as would be necessary		
	Browser compatibility with current and future latest versions of Edge, Chrome and Firefox		
	Page load time < 3 seconds		
	Ability to scale to 150% of the current user base		

Information Security requirements	SOC 2 Type 2 certified for Security and Privacy		
	ISO/IEC 27001:2022 certified		
	Configurable auto-logout time		
	SSO compatible with M365		
	99% availability		
Implementation and testing	Configuration of the LMS platform		
	Integration with Entra ID and M365		
	8 hours of training for administrators		
	Testing support		
Support and maintenance	Annual maintenance for a duration of five years		
	All necessary software updates and patches for the duration of contract		
	10x5 helpdesk support		
	Time to resolve SLA (in business hours): P1 – 4 hours P2 – 8 hours P3 – 72 hours P4 – 168 hours		
	Licensed for 1. Ten thousand Learners 2. Four Administrators 3. Forty Coordinators 4. Four Auditors		

# Section 5 - Technical Bid

The technical bid should furnish all requirements of the tender along with all annexures in this section and be submitted to

The Chief Information Security Officer  
DIGITS Building  
Indian Institute of Science  
Bengaluru – 560012, India  
Attn: Mr. Srinivas Anand Rao

## Annexure-1:

### Details of the Bidder

The bidder must provide the following mandatory information & attach supporting documents wherever mentioned:

### Details of the Bidder

Sl. No	Items	Details
1.	Name of the Bidder	
2.	Nature of Bidder (Attach attested copy of Certificate of Incorporation/ Partnership Deed)	
3.	Registration No/ Trade License, (attach attested copy)	
4.	Registered Office Address	
5.	Address for communication	
6.	Contact person- Name and Designation	
7.	Telephone No	
8.	Email ID	
9.	Website	
10.	PAN No. (attach copy)	
11.	GST No. (attach copy)	

Signature of the Bidder

Name

Designation, Seal

Declaration regarding experience

Date:

To,  
The Chief Information Security Officer,  
DIGITS Building,  
Indian Institute of Science, Bengaluru  
– 560012, India

## Annexure-2:

Ref: Tender No: IISc/ISO/2026/LMS

Dated: XXXXX

Learning Management Solution (LMS) for Cyber Security Awareness,  
Chief Information Security Officer, IISc Bengaluru.

Sir,

I've carefully gone through the Terms & Conditions contained in the abovementioned tender. I hereby declare that my company / firm has <<XX>> years of experience in providing Learning Management Solution (LMS) for Cyber Security Awareness.

(Signature of the Bidder)

Printed Name

Designation, Seal Date:

# Annexure-3:

Declaration regarding track record

To,  
The Chief Information Security Officer,  
Indian Institute of Science, Bengaluru – 560012, India

Ref: Tender No: IISc/ISO/2026/LMS

Dated: XXXXX

Learning Management Solution (LMS) for Cyber Security Awareness to IISc Bengaluru.

Sir,

I've carefully gone through the Terms & Conditions contained in the above referred tender. I hereby declare that my company/ firm is not currently debarred / blacklisted by any Government / Semi Government organizations / institutions in India or abroad. I further certify that I'm a competent officer in my company / firm to make this declaration.

Or

I declare the following

Sl.No	Country in which the company is Debarred /blacklisted / case is Pending	Blacklisted / debarred by Government / Semi Government/Organizations /Institutions	Reason	Since when and for how long

(NOTE: In case the company / firm was blacklisted previously, please provide the details regarding period for which the company / firm was blacklisted and the reason/s for the same).

Yours faithfully  
(Signature of the Bidder)

Name  
Designation, Seal

Date:

## Annexure – 4:

Declaration for acceptance of terms and conditions

To,  
The Chief Information Security Officer,  
Indian Institute of Science, Bengaluru – 560012, India

Ref: Tender No: IISc/ISO/2026/LMS  
Dated: XXXX

Learning Management Solution (LMS) for Cyber Security Awareness to IISc Bengaluru.

Sir,

I've carefully gone through the Terms & Conditions as mentioned in the above referred tender document. I declare that all the provisions of this tender document are acceptable to my company. I further certify that I'm an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)  
Name  
Designation, Seal

Date:

## Annexure – 5:

Details of items quoted:

- a. Company Name
- b. Product Name
- c. Product description / main features
- d. Detailed technical specifications
- e. Remarks

Instructions to bidders:

1. Bidder should provide technical specifications of the quoted product/s in detail.
2. Bidder should attach product brochures along with technical bid.
3. Bidders should clearly indicate compliance or non-compliance of the technical specifications provided in the tender document.

# Section 6 – Commercial Bid

The commercial bid should be furnished with all requirements of the tender with supporting documents as mentioned under:

S.No	Description	Price exclusive of taxes
1.	Cost as per solution specifications	

Any additional items

S.No	Description	Price exclusive of taxes

Addressed to

The Chief Information Security Officer,  
Indian Institute of Science  
Bengaluru – 560012, India

# Section 7 – Checklist

(This should be enclosed with technical bid- Part A)

The following items must be checked before the Bid is submitted:

## 1. Sealed Envelope “A”: Technical Bid

1. Section 5- Technical Bid (each page signed by the authorized signatory and sealed) with the below annexures:
  - a. Annexure 1: Bidders details
  - b. Annexure 2: Declaration regarding experience
  - c. Annexure 3: Declaration regarding clean track record
  - d. Annexure 4: Declaration for acceptance of terms and conditions
  - e. Annexure 5: Details of items quoted
2. Copy of this tender document duly signed by the authorized signatory on every page and sealed.

## 3. Sealed Envelope “B”: Commercial Bid

### Section 6: Commercial Bid

Your quotation must be submitted in two envelopes: Technical Bid (Envelope A) and Commercial Bid (Envelope B) super scribing on both the envelopes with Tender No. and due date and both of these in sealed covers and put in a bigger cover which should also be sealed and duly super scribed with Tender No., Tender description & Due Date.