



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

**2<sup>nd</sup> Corrigendum with reference**

*to*

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

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

**Tender Date: 01/Apr/2026**

**1<sup>st</sup> Corrigendum Date: 20/Apr/2026**

**2<sup>nd</sup> Corrigendum Date: 11/May/2026**

CISO, ISO

Indian Institute of Science

Bangalore 560012

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**INDIAN INSTITUTE OF SCIENCE, BANGALORE**

Tender No: IISc/ISO/2026/LMS

# Details of the Corrigendum:

1. Any section mentioned in this corrigendum supersedes the same in the original tender document (dated: 1st April 2026) in its entirety.
2. Refer to the original tender document (dated: 1st April 2026) for details not mentioned in this corrigendum.
3. Refer to the original tender document (dated: 1st April 2026) for the Annexures.

# 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	19 <sup>th</sup> May 2026 16:00 IST
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.
10. In case the bidder is not the OEM, the OEM must provide all technical support to the bidder for the contract period. A letter to this effect must be submitted along with the bid.

# 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.

11. IISc reserves the right to terminate the contract at any time in case of unsatisfactory delivery of services by the vendor.

## 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 confirming 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 and all the mandatory requirements as mentioned in Section 4 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 **Customer References (Maximum 4 Marks):** References from similar large scale institutional or enterprise deployments shall be considered.
  - ii **Product capabilities through trial access (Maximum 6 Marks):** Bidders shall provide access to a trial environment for evaluation purposes, for a period of 30 days for minimum one user account, to demonstrate all critical features including administration, reporting, security controls and other features as specified in Section 4. The trial environment is intended only for functional evaluation and shall not be construed as a representation of full production scale performance.
4. A Committee will be constituted to score the submissions on the above-mentioned technical criteria. Bidders who obtain 50% score in each (customer reference and product demonstration) and 60% overall (i.e., 6 out of 10 Marks overall) 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. The consolidated cost submitted by the bidder will be paid in five equal, annual instalments over the contract period of five years, with the first payment to be made 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.

## K) Data Protection and Compliance

The selected bidder shall ensure that the Learning Management Solution (LMS), including all associated infrastructure, applications, databases, APIs and support processes, complies with all applicable laws, regulations, guidelines and standards relating to data protection, privacy and cyber security applicable in India. The selected bidder shall process all Institute data solely for the purpose of providing services under this contract and for no other purpose whatsoever, and implement all necessary security controls to ensure protection of the data. The selected bidder shall notify the Institute promptly, and in any case within six hours, of any actual or suspected security incident, personal data breach, unauthorised disclosure or compromise affecting Institute data. The selected bidder shall also ensure that all subcontractors, Cloud Service Providers and third parties engaged in delivery of services are bound by equivalent security, privacy and confidentiality obligations. The selected bidder shall not transfer, replicate or store organisational data outside

India and permit the Institute or its authorized representatives to conduct security assessments, audits or reviews relating to the services and associated controls.

## L) Data Ownership

All data generated, processed, uploaded, stored or transmitted through the LMS shall remain the sole and exclusive ownership of the Institute at all times. The selected bidder shall not acquire any rights, title or interest in the data by virtue of providing the services, and shall not share the data with third parties or use data for product improvement beyond anonymised operational telemetry, unless expressly approved by the Institute.

## M) Confidentiality

The selected bidder shall enter into a Non-Disclosure Agreement with the Institute that will include requirements to maintain strict confidentiality of all information, documents, records, systems, configurations, credentials and data belonging to the Institute. In the event any disclosure to a third party is legally required, the Vendor shall notify the Institute promptly unless prohibited by law and disclose only the minimum information required. The Confidentiality obligations shall survive expiry of the contract or termination of the services.

## N) Exit Management

Upon expiry or termination of the contract, the Vendor shall:

1. Upon request by the Institute, provide complete copies of organizational data and configurations in a structured, machine-readable and industry-standard format without unreasonable delay.
2. Provide support for data migration activities, knowledge transfer and technical assistance as would be necessary.
3. Not retain any copies of organizational data except where legally required.
4. Permanently delete all organizational data from the Vendor environment following industry-standard secure data deletion practices.
5. Provide written certification of deletion.

# Section 4 – Solution specifications

Category	Feature	Is the requirement mandatory?	Compliance status	Explanation
Core LMS Capabilities	Web-based access through standard browsers	Yes		
	Mobile-friendly interface	Yes		
	Dedicated mobile application	No		
	Role-based access control (Administrator, Coordinator, Learner, Auditor)	Yes		
	Self-paced learning	Yes		
	Support for multimedia content (video, audio, PDF, SCORM, quizzes)	Yes for all		
Topics to be covered	Phishing and social engineering	Yes		
	Password hygiene	Yes		
	Importance of MFA	Yes		
	Email and internet usage safety	Yes		
	Data protection and privacy	Yes		
	Safe use of removable media and mobile devices	Yes		
	Ransomware and malware awareness	Yes		
	Insider threats	Yes		

	Secure usage of AI	Yes		
	Institute's IS Policy clauses	Yes		
Content types	Suitable for Indian regulatory and threat context	Yes		
	At least annual refresh of content to address emerging cyber risks	Yes		
	English language content	Yes		
	Video-based training modules	Yes		
	Creative assets such as infographics, posters, wallpapers and newsletters	Yes		
	Gamified training modules	Yes		
	Metadata tagging of all contents, such as by size, duration, security domains, technical skills, user roles and keywords	Yes		
	Quizzes for awareness assessment	Yes		
Assessment and Certification	Online assessments and quizzes	Yes		
	Configurable pass/fail criteria	Yes		
	Question randomization	Yes		
	Timed assessments with auto-submission	Yes		
	Automatic issuance of completion certificates	Yes		

	Configuration of deadlines for users and groups	Yes		
	Configurable automated reminders	Yes		
	Re-training and re-certification workflows	Yes		
Administration features	Onboard users through a csv file	Yes		
	Management of user accounts - including adding individual users, searching for user records, edit records and delete records	Yes		
	Configure user fields as per Institute's requirements	Yes		
	Management of user groups – including create, view, edit, delete, add users and remove users	Yes		
	Configurable campaigns for specific set of users / groups	Yes		
	Search and view content library across various categories	Yes		
	Upload custom content	Yes		
	Standard set of email templates for stakeholder communication	Yes		
	Email notifications for course assignments,	Yes		

	deadlines and completions			
Reporting and Analytics	User-wise and department-wise real-time training status	Yes		
	Track and report based on campaigns	Yes		
	Content level usage tracking - such as view counts, completion rates and engagement metrics	No		
	Automated scheduled reports via emails	Yes		
	Compliance dashboards	Yes		
	Periodic (daily, weekly, monthly, yearly) usage reports	Yes		
	License usage tracking	Yes		
	License expiry notification	Yes		
	Exportable reports (PDF, Excel)	Yes		
	Audit-friendly logs and records	Yes		
Technology specifications	Hosted solution in vendor's Data Centre or cloud	Yes		
	Hosted in a location in India	Yes		
	Support for HTTPS, TLS 1.2 and higher	Yes		
	Web-based, browser agnostic solution	Yes		

	Android and iOS mobile apps for Learners	No		
	Integration capability with on-premises Active Directory and Azure Entra ID, to onboard users along with user metadata such as department, designation, etc	Yes		
	Integration with M365 through SMTP	Yes		
	Support for 2000 concurrent users	Yes		
	Standard APIs for integration with other Institute systems as would be necessary	Yes		
	Browser compatibility with current and future latest versions of Edge, Chrome and Firefox	Yes		
	Page load time < 3 seconds	Yes		
	Ability to scale to 150% of the current user base	Yes		
Information Security requirements	SOC 2 Type 2 certified for Security and Privacy	No		
	ISO/IEC 27001:2022 certified	Yes		
	Configurable auto-logout time	Auto-logout is mandatory		
	SSO compatible with M365	Yes		
	99% availability	Yes		

Implementation and testing	Configuration of the LMS platform	Yes		
	Integration with Entra ID and M365	Yes		
	8 hours of training for administrators	Yes		
	Testing support	Yes		
Support and maintenance	Annual maintenance for a duration of five years	Yes		
	All necessary software updates and patches for the duration of contract	Yes		
	10x5 helpdesk support	Yes		
	Time to resolve complaints (in business hours): P1 – 4 hours P2 – 8 hours P3 – 72 hours P4 – 168 hours	Yes		
	Licensed for 1. Ten thousand Learners 2. Four Administrators 3. Forty Coordinators 4. Four Auditors	Yes		

# Section 5 - Technical Bid

The technical bid should furnish all requirements of the tender along with all annexures mentioned in this section in the original tender document (dated: 1<sup>st</sup> April 2026) and be submitted by email to [office.iso@iisc.ac.in](mailto:office.iso@iisc.ac.in), along with physical copies to be delivered to the below mentioned address.

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

# 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.	Consolidated cost for delivery of all mandatory requirements as per solution specifications	

Any additional items – Please use below for providing costs for additional services / features beyond the mandatory requirements.

S.No	Description	Price exclusive of taxes

Commercial bids should be submitted only in physical copy in a sealed envelope and delivered to the below address.

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