NATIONAL PRODUCTIVITY COUNCIL
(Under DPIIT, Ministry of Commerce & Industry Govt. of India)

Utpadakta Bhavan, 5-6 Institutional Area, Lodhi Road, New Delhi – 110003

www.npcindia.gov.in

No. NPC/COE/LMS/2020-21   **Dated: May 06, 2020**

BID INVITATION NOTICE

The National Productivity Council (NPC) is an autonomous, non-profit making organization under DPIIT, Ministry of Commerce and Industry, Government of India established in 1958.

NPC seeks to realize its primary objective of productivity promotion through various means including Consultancy, Promotion, Training, Research and Strategic Planning.

NPC invites bid from the eligible and competent parties for **Development/customisation of Learning Management System (LMS)** for hosting **online-internship programme** of the Council.

The bids for "**Development/Customisation of a Learning Management System (LMS) For online-internship programme**", should be addressed to **Director & Project Head, COE: Industry 4.0, 5-6 Institutional area, Lodhi Road, New Delhi.**

Bids will be received & accepted latest by <12.05.2020> **(2.30 p.m.)** through email: us.prasad@npcindia.gov.in

All type of communications will be done by emails only.

The Terms & Conditions of the Work including details of the eligibility conditions, technical specifications etc. are enclosed.

Director & Project Head,
COE: Industry 4.0

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TERMS AND CONDITIONS

1) Pre-Qualification Criteria/ Eligibility Conditions

The Firm should have:

a) Is an agency providing eLearning/Talent Management/LMS vendor / IT Services (Article of Association of the bidder Company and its Registration papers)

b) At least 3 years' experience in developing similar services for other clients. (The firm should possess and furnish proof of certificate of registration/incorporation. It should also provide the PAN & Service Tax registration.)

c) The bidder must have completed/on-going at least two LMS implementation projects in the last 3 years.

d) Provided services in at least one govt. organization with the minimum work order value of Rs. 5.00 Lakh. (Copy of the work order along with successfully completed Project feedback/report should be attached.)

e) Adequate number of Technical Personnel on its Pay Rolls for the purpose.

f) All necessary registration, OEM certifications and documents signed by Director or head of the organization.

g) Minimum turnover of Rs. 25.00 Lakh Per Annum. Start-ups will be exempted on production of relevant certificate. (Attach balance sheet for last three years).

The attested copies in support of each of the above shall be invariably enclosed.

2) Details of the Scope of work

A. Providing LMS Platform with:

a) Minimum 500 e-learning courses can be uploaded and edited as per the need. (No. of courses may extend in Future*)

b) Payment gateway integration

c) Online test, Projects, Assignments, Certification, Audio- Video Files, Word, Ppts and Pdf Files can be shared and uploaded

d) Webinar facility (With Recording Facility)

e) Live Classes (With Recording Facility)

f) Discussion Forum

g) Groups can be created in particular field /trade

h) Trainees Database

i) FAQs

j) Compatible with all kind of Mobile handsets as an app/Laptops/Desktops

k) Bidder should mention in the proposal that what type of license, certificates, Software, hosting Server will be used/referred/procured in the development of the LMS platform for the data security purpose.

l) The Technical Specifications of LMS platform offered by the bidders should invariably match with those contained in *ANNEXURE-I.*

B. Details/Deliverables of the other Work

   a)   Development/Customisation of the LMS portal and hosting on cloud and its mapping/integration with www.npcindia.gov.in(NPC official website)

   b)   Designing and delivery of the Codes.

   c)   Other than Development and customization of LMS platform Providing Technical &Support Services for a period of 05 months to NPC IT Team along with a dedicated resource person who can assist with the queries related to e-learning platform.

   d)   IT Firm/Service provider's role will *be to* upload the content on the portal.

   e)   Training to the identified personnel of the NPC in operation and maintenance of the Portal.

   f)   Facilitation for data backup/storage.

   g)   **Platform should be user friendly as per details mentioned in the annexure III.**

3)   Contract Period

Total period of the project will be of 1 (one) year from the date of acceptance of the work order comprising 1 week for development and subsequently 1 week for LMS System Run. In case the development & implementation/integration of LMS period exceeds one week then LMS Run Period will be counted from the date of integration LMS platform with www.npcindia.gov.in

4)   Compatibility

   a) The Portal shall be compatible with the Server of NPC (www.npcindia.gov.in)

   b) Any particular specification/requirement of the Server or any compatibility issue between the Portal and Server should be highlighted while submitting the bid.

5)   IPRs of the Portal and Codes

   a) The Intellectual Property Rights (IPRs) in respect of both the Portal and Codes shall vest in the council after release of the payment.

   b) The Council will have the right to expand/edit/modify the Platform with regard to its functionality with IPRs on such additions etc. being also vested with the Council.

   c) The Council shall be kept indemnified at all the times from any claim/contention etc. regarding violation of such rights of any third party on account of either development/customisation or hosting of the Portal by the Council.

   d) A Certificate to the effect that the development/customisation/ hosting of the Portal will not involve violation of any IPRs as may be vested in any third party, shall be invariably submitted along with the bid without which the bid may not be considered at all.

6)   Confidentiality

A Non-disclosure (NDA) agreement shall be furnished by the vendor at the time of signing the contract that they will not share details of the Portal, its hosting or any other information of the council as may come to the notice of the them with any other party without prior permission of the Council.

7) Bid Submission

The entire proposal shall be strictly as per the format specified in this RFP including Annexure I - III. Bids with deviation from this format shall be rejected. The bidders are required to submit the Bid in three separate files as follows:

File A: Pre-Qualification Criteria (scanned copy as proof in non-editable format).

File B: Technical Bid (In non-editable format).

File C: Financial Bid (password protected in non-editable format)

Each copy of Pre-Qualification criteria, Technical Bid and Financial Bid of the tender should be named as File A, B and C respectively and also titled as "Pre-Qualification Information for Learning Management System Project at NPC", "Technical Proposal for Learning Management System Project at NPC" and "Financial Bid for Learning Management System Project at NPC" respectively.

8) Bid Terms and condition

a) Technical Bid evaluation will comprise of bidders submitted documents screening and bidder's presentation.
b) Timing regarding online/offline presentation to bidders will be intimated through e-mail, if required.
c) Financial Bid will be open only after the Technical Bid evaluation.
d) Financial Bid opening date will be announced & informed to the qualified bidders after evaluation of technical bid.
e) **Financial Bid should be submitted in password protected PDF Files only in the format given as Annexure-II. This password should be sent only on the day of financial bid opening which will be intimated to qualified bidders. Applicants are requested not to share the password till that date.**
f) There should not be any hidden cost in the financial proposal.
g) Along with award of work a contract agreement will be signed between NPC and the vendor.

9) Liquidated Damages

The successful bidder will be required to deliver, and upload the Portal and complete the training of the identified staff within the stipulated delivery period or any extension thereof as may be approved by the Council.

If the delivery period is not scrupulously adhered to, the Council will have the right to recover Liquidated Damages @ 0.5percent per week or part thereof subject to a maximum of between 5 to 10 percentage of the value of the contract.

10) Mode of Submission of Application and communication

a) The bid shall be submitted in accordance with the prescribed procedure. (By email only)

b) The failure to enclose the documents as above may result into summary rejection.

c) All the communication regarding technical & Financial bid will be done by emails only

11) Right to Seek Details

NPC reserves the right to seek the details of the Portal from the Applicant(s) in order to ensure inter-alia that the specifications/features of the offered product meet the requirements of the council and/or are in accordance with those prescribed by the Council.

12) Cost of BIN

The cost of BIN is Zero. The Bidders can download the BIN document from "www.npcindia.gov.in".

13) Proposal Preparation Cost

The Bidder is responsible for all costs incurred in connection with participation in this process including but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by NPC to facilitate the Evaluation Process, and in negotiating a definitive contract or all such activities related to the Bid Process. NPC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. This BIN does not commit NPC to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award. All materials submitted by the Bidder become the property of NPC and may be returned at its sole discretion, provided, any materials which are identified as "Proprietary and Confidential Material of Bidder" shall remain the property of such Bidder.

14) Performance Guarantee

Qualified candidate has to deposit 10% of contract value as Performance Bank Guarantee with the validity period of beyond 60 days from the period of the contract.

15) Authentication of the Bid

A Letter of Authorization shall be supported by a written Power-of–Attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be initialled and stamped by the person or persons signing the Bid.

16) Sub-letting of the Work

The Work shall not be sub-let to any other entity/party. If any specific component of the Work has to be outsourced that shall be resorted to only after obtaining written permission from the Council.

17)   Period and Validity of Bid

The Bid shall be valid for Sixty (60 days) from the closing date of submission of the Bid. In extreme circumstances, NPC at its own discretion may solicit the Bidders consent to extend the period of validity. The request and the responses for the same shall be made in writing. The bid valid for shorter period shall be rejected as non-responsive bid. In any case bid once submitted cannot be withdrawn. Any conditional Bid would be summarily rejected.

18)   Evaluation of Bids

a)   Tender Evaluation Committee will evaluate and compare the Bids determined to be substantially responsive.

b)   Each Proposal will be evaluated according to the criteria decided by the committee but not limited to

c)   The Technical Evaluation of Bids will be carried out using a Points System. Bidders with score of seventy (70) and above in the Technical Bid shall be considered as technically qualified. The Financial Bid of only the technically qualified Bidders shall be opened.

d)   If there is a discrepancy between words and figures, the amount in words will prevail. If the Bidder does not accept the correction of the errors, its Bid would be rejected.

e)   The Tender Evaluation Committee may waive any minor infirmity, nonconformity or irregularity which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder. The Tender Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.

f)   Each of the Technical bids shall be evaluated on a score of hundred (100) points.

g)   Financial Bid of the Technically Qualified Bidders, who scored Seventy (70) marks or more, will be opened and QCBS method would be applied on 70:30 (Technical : Financial) basis for Technical and Financial Bids submitted. Financial Bid should mention the sum total of prices for all line items mentioned by the Bidder inclusive of all taxes and levies.

h)   NPC reserves the right to negotiate and award the contract to the most responsive Bidder as per the QCBS criteria.

19)   Agreement

NPC shall execute an Agreement for Award of Contract with the Bidder as per the Terms and Conditions of the BIN. The conditions stipulated in the Agreement must be strictly adhered to and any violation/deviation of any of the conditions may entail termination of the contract or levy of penalty without prejudice to the rights of NPC. In such a case, NPC has the right to invoke Performance Bank Guarantee and further Right to Terminate the entire or part of the contract by giving one month' notice period.

20)   General

a)   The successful bidder shall also make available to the Council the prescribed License/Approval etc. for continuous and uninterrupted use of

the Portal, if any, along with a complete set of literature about the Portal: features, operations etc. along with OEM certificates (Pirated, duplicate software /licences are strictly not allowed)

b)   The Council reserves the right to accept, cancel or reject the bid /Project to annul and reject all the Projects at any time prior to award of the Work without assigning any reason or incurring any liability/obligation to the bidder(s) as regards the communication of the grounds for such an action or otherwise.

c)   All disputes regarding Tender/Work shall be subject to jurisdiction of the Courts in Delhi/New Delhi.

d)   FORCE MAJEURE- Neither party shall be made responsible for an unexpected or uncontrollable event and liabilities will be limited to the value of contract only.

21)   **Release of Payment for the Work**

The payment for the Work will be released as per the following Stages upon submission of pre-receipted bill for the purpose: -

Stage	Particulars	% of the Value of the Work to be released
Stage I	Completion of Implementation i.e. Developing, Customising and Uploading/integrating/mapping of LMS Portal with NPC Server (www.npcindia.gov.in)	40
Stage II	**After four weeks** of successful run of LMS from Stage I	30
Stage III	**After three weeks** of successful run and sharing/submitting all licences, software, LMS platform related admin/control rights along with developed codes of LMS from Stage II	30

Director & Project Head,
COE: Industry 4.0

REQUIREMENTS/TECHNICAL SPECIFICATIONS OF THE PORTAL

1	No. of Courses	Unlimited
2	No of Participants Accounts	250 concurrent users. Total Number of users may exceed 3000
3	No of Admin Accounts	5
4	No of Super Admin Accounts	2
5	No of Staff Accounts	20
6	No of Trainer Accounts	50
7	No of Branches (organization)	5
8	Video Consumption Bandwidth	5 TB per month
9	No of live Class Rooms Session	2 parallel Sessions In 1 Live Class: 270 participants 5 different physical locations 2 hours session
10	Webinars/Online Training session duration	For 2 hours (At stretch) - Can be divide into multiple session All classes will be -Instructer led, however Topic wise, content in form of PDDF,JPG,DOC, MP4 format will be preloaded
11	Storage Capacity	Initially, after 1 week may require 100 GB per week. Mention the charges for additional storage
12	Zoom /Webex/MS Meet Licenses	1nos
13	Server set-up +Development +Testing	2 weeks from the date of issuing work order by NPC
14	Web hosting should be protected by some reputed internet security software(s) to keep the platform safe	
15	Successfully Integration/mapping of LMS platform with www.npcindia.gov.in	
16	Insertion of all social media accounts of NPC; Facebook, Twitter, Linkedin, Instagram, You-Tube, Blog	
17	Data storage and backup of the LMS content. Also mention for how many days the backup of LMS will be stored. In case of crash, what are the facilities to restore.	

18	Hosting on reputed cloud based server to keep the data secure	
19	Full fledge LMS Platform with NPC white labelled	Access thru Mobile device (even BYOD). While Labelling of NPC .With Course Builder tool (for Course creation, Chapter creation, Topic creation). Having main modules like - User Profiling , Email Notifications, Group Managements, Assignment Managment , Detailed reporting .Scheduling facility to deliver course. Students assessment system i.e. Test, Assignment etc creation with online result facility.LMS should have facility to capture attendance of students, Instructor the per session. Session Capturing facility and embedding with the Topics, so that it will be available for students. Certicate generation facility .Performance Management etc

FINANCIAL DETAILS
(On letterhead of the Applicant with seal)

Date: _____

To:

_____

_____

Sl. No.	Particulars	Quoted Rate (in Rs.)	
		Price	GST
1.	Development/Customisation of LMS platform (As per points elaborated in Annexure-I)		
2.	One time Purchase cost of license, certificates, Software applications, hosting Server will be used in the development of the e-learning platform		
3.	LMS System Run period cost including; renewal of server/cloud license and other software applications used in the LMS platform		
4.	Total value =(**1+2+ 3**)		
5.	Grand Total of the project cost with GST		

1) The prices/rates, as above, are all inclusive in all aspects terms of the SOW and there is no hidden cost involved.
2) Firm will not do canvassing, in any form, and if found at any stage bid should be cancelled without assigning any reason.

Signature (Authorised Signatory*)
(with official seal)

Tel. No./Mob:
Website:Complete Address:

Other than Director/proprietor of the firm should attach an authorization letter signed by Director/proprietor of the firm.

User Friendly Platform Characteristics

1	Content Friendly	Re-use the best content on multiple courses. Import useful material from the web to enhance them even further.
2	Assessments Engine	Native support for multiple types of questions, quizzes, and tests with extensive reporting on all results.
3	Surveys engine	Conduct custom surveys among users. Collect useful data on employee engagement and course efficiency.
4	Assignments	Allow learners to submit assignments in different formats. Set conditions and deadlines according to course rules and prerequisites
5	Re-usable content	Courses can comprise of new and shared eLearning material. Pull content from the lessons library or clone single units directly into courses.
6	Files repository	Keep all the files stored in one place. Organize, reuse on different courses or share them with selected users.
7	Course rules	Control the way users access the eLearning content. Define course order, completion, conditions, and course prerequisites.
8	Learning paths	Assign courses to be taken in a specific order based on user attributes and your training's requirements.
9	Curriculums	Package related courses into curriculums and assign them to users and branches.
10	Rich communication tools	Native support for internal email, calendars, discussion forums and comments.

11	Videoconference support	Promote interactive group learning and real-time collaboration with e Front's Webex and Webinar integrations.
12	Mobile learning	Optimized for mobile devices and offline compatible to deliver courses and micro learning content anytime and anywhere.
13	Skills	Assign courses and curriculums based on the trainees' specific skills. Keep close track of their development.
14	User Types	Control access to the portal's different areas and functionalities. Classify users by different UserTypes with varying roles and permissions.
15	Single Sign-on	Simplify user authentication and enhance the platform's security.
16	Multi-tenancy	Divide the training portal to sub-portals according to your organizational structure. Customize the Branches to operate independently.
17	Audiences	Bring users together into logical groups based on combined conditions like Branch, Job and User Type to diversify the training.
18	Security	Control the security level with our set of configurable safety measures including password rules,2-factor authentication and IP whitelisting.
19	Mass Actions	Perform specific actions on multiple users and courses all at once and save valuable time and overhead.
20	API	Let the in-house coding experts involve to integrate the LMS platform with third party software and scripts via our powerful REST API.

21	Access to source code	Taking no vendor lock-in policy. Taking the software into our hands.
22	User interface	Responsive design and retina-ready visuals for a smooth user experience on any device or screen size.
23	Scalability	Scalable by design, built to match your organizational structure and adapt to all workforce sizes and training requirements.
24	Compatibility	Ready to be installed on most Linux and Windows distributions and fully compatible with all modern browsers.
25	Web standards	Built on the latest development technology and according to modern web standards.
26	Accessibility	Fully compliant with the WCAG-2, Section 508 and ADA accessibility requirements.
27	Multilingual	Readily available in 22 different languages with the option to enforce all necessary vocabularyoverrides.
28	Notifications	Create automatic email notifications triggered by selected events.
29	Reporting	Produce custom reports on any user, object or action within the portal. Access and review all kinds of archived system activity via audit logs.