



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/e-learning/LMS/2020-21

Dated: April 10, 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 an e-learning Platform** for hosting e-learning Modules of different training programmes of the Council.

The bids for “**Development/Customisation of Learning Management System (LMS) For e-learning Platform**”, should be addressed to Director (A & F), 5-6 Institutional area, Lodhi road new Delhi.

Bids will be received & accepted latest by **April 18, 2020 (2.30 p.m.)** through email: **s.srivastava@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 (A & F)
NPC, New Delhi,

TERMS AND CONDITIONS

1) Eligibility Conditions

A. The Firm should have:

- a) At least 3 years' experience in developing similar Portals for other clients.
- b) 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.)
- c) Adequate number of Technical Personnel on its Pay Rolls for the purpose.
- d) All necessary registration, OEM certifications and documents signed by Director or head of the organization.
- e) Minimum turnover of Rs. 20.00 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) Chat Bot
- h) Groups can be created in particular field /trade
- i) Trainees Database
- j) FAQs
- k) Compatible with all kind of Mobile handsets/Laptops/Desktops
- l) 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 e-learning platform for the data security purpose.
- m) 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 thee-learning 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 e-learning 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 *not be restricted* to development/customisation of the raw Course Contents of different e-Modules but also uploading upon the portal and interacting with different Content Developers, attending to operational queries of the participants, faculty etc. is also the part of project.
- 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 6 months from the date of acceptance of the work order comprising 1 month for development and subsequently 5 months for LMS System Run. In case the development & implementation/integration of LMS period exceeds one month then LMS System Run Period will be counted from the date of integration of e-learning platform with www.npcindia.gov.in

4) Compatibility

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

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

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

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.

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.

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) Other Terms and condition:

- a) Technical Bid evaluation will comprise of bidders submitted documents screening and bidder's presentation.
- b) Timing regarding presentation to bidders will be intimated through e-mail.
- 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) 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.
- g) There should not be any hidden cost in the financial proposal.
- h) Along with award of work a contract agreement will be signed between NPC and the vendor.

8) 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.

9) 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

10) 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.

11) 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.

12) 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.

13) 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 e-learning Portal with NPC Server(www.npcindia.gov.in) | 50 |
| Stage II | After three months of successful run of LMS from Stage I | 30 |
| Stage III | After two months of successful run and sharing/submitting all licences, software, e-learning platform related admin/control rights along with developed codes of LMS from Stage II | 20 |

Director, (Administration & Finance)
NPC, New Delhi.

REQUIREMENTS/TECHNICAL SPECIFICATIONS OF THE PORTAL

| | | |
|----|---|--|
| 1 | No. of Courses | Unlimited |
| 2 | No of Participants Accounts | Unlimited |
| 3 | No of Admin Accounts | Unlimited |
| 4 | No of Staff Accounts | Unlimited |
| 5 | No of Trainer Accounts | Unlimited |
| 6 | No of Branches (organization) | 1 |
| 7 | Video Consumption Bandwidth | 12000 GB/Year |
| 8 | No of live Class Rooms Session | 2 (Simultaneously) In 1 Live Class: -Unlimited Participants can be trained at a time - Unlimited minutes of class should be allowed |
| 9 | Webinars/Online Training | For 5 hrs (At stretch) - Can be divide into multiple session |
| 10 | Storage Capacity | 200 GB |
| 11 | Zoom Licenses | 2 |
| 12 | Server set-up +Development +Testing | 4 weeks from the date of issuing work order by NPC |
| 13 | Web hosting should be protected by some reputed internet security software(s) to keep the platform safe | |
| 14 | Successfully Integration/mapping of e-learning platform with www.npcindia.gov.in | |
| 15 | Insertion of all social media accounts of NPC; Facebook, Twitter, LinkedIn, Instagram, You-Tube, Blog | |
| 16 | Data storage and backup of the e-learning content | |
| 17 | Hosting on reputed cloud based server to keep the data secure | |

FINANCIAL DETAILS
(On letterhead of the Applicant with seal)

Date: _____

To:

| Sl. No | Particulars | Quoted Rate (in Rs.) | |
|--------|---|-------------------------|-----|
| | | Price | GST |
| 1. | Development/Customisation of e-learning 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 e-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

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|-----------|--------------------------|---|
| 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 e-Learning 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 | Curriculum | 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. |

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| 11 | Videoconference support | Promote interactive group learning and real-time collaboration with e Front's Web-ex 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 UserType 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 e-Learning 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 |

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|-----------|----------------|---|
| | | software into our hands. |
| 22 | User interface | Responsive design and retina-ready visuals for a smooth user experience on any device or screensize. |
| 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 vocabulary overrides. |
| 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. |
