



Request for Proposal (RFP)

“Developing Learning Management System”

For

Electronics Sector Skills Council of India

Reference # ESSCI/LMS/RFP/001/2019

Proprietary & Confidential

Issued by:

Electronics Sector Skills Council of India

1. ADMINISTRATIVE DETAILS

1.1. Confidentiality

All information included in this RFP is confidential and only for the use and knowledge of the recipient. No information included in this document or in discussions connected to it, may be disclosed.

1.2. RFP procedure

1.2.1. Contact Details

For questions regarding this RFP, please contact
Mr. N K Mohapatra
Chief Executive Officer,
Electronics Sector Skills Council of India
Email: standards@essc-india.org
Website: www.essc-india.org

For any kind of clarification / query, please mention the mail subject as "**Reference # ESSCI/LMS/RFP/017/2019 /Query** "

1.2.2. Critical Information

This Request for Proposal (RFP) contains the details regarding scope, eligibility for participation, evaluation methodology, project timelines, terms & conditions and other relevant details. Interested organizations are advised to study the RFP document carefully before submitting their proposals. Submission of a proposal shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

1.2.3. Contents of solicitation documents

Proposals must offer services (SAAS) for the total requirement as stated in the RFP. Proposals offering only part of the requirement will be rejected. The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and may affect the evaluation of the Proposal.

1.3 Schedule of Events

The following table provides a schedule of events relating to this request.

Event	Target Date
RFP issued to the Vendors / Published on the ESSCI website	June 19, 2019
Last date of receipt of Queries and Clarifications on RFP	June 29, 2019
Last date of Submission of proposal	July 02, 2019
Presentation for Technical & Financials Bid	July 11, 2019
Award and Signing of SLA	July 25, 2019

2. INTRODUCTION

2.1 Introduction about Issuer

Electronics Sector Skills Council of India (ESSCI) is sector-skill council for the Electronics Industry chartered for developing various Skills required in the electronics systems from design to manufacturing including services. ESSCI is a Non-Profit Organization, registered under the Indian Companies Act, 1956, and is promoted by six major Associations of ESDM Industry. It works under the guidelines of and is funded by the National Skill Development Corporation (NSDC) to implement Skill-Development programs, under the ministry of Skill Development and Entrepreneurship.

Vision:

Facilitate World class eco-system for Skill and Competency in ESDM Space.

Mission:

Establish structure mechanism for standards (NSQF) and capacity building for consistent delivery and certification of vocational training

Approach:

Our delivery mechanism will become your strength

- Capacity Building – Subject Matter Expert (SME) , Knowledge Partner (KP) , Training Partner (TP) and Assessment Partner (AP)
- Opportunity for Participating in Qualification Packs (QPs) development , QP validation and Content development
- Opportunity for Assessment and Center verification / Audit
- Can be part of NOS Committee for various sub sector
- Acquisition of knowledge , skills and competency
- Outcome based training
- Review of Courseware
- Training of Trainer
- Training of Assessor

2.2 Background and Rationale for RFP

As it is evident, ESDM Industry extremely crucial for the development of the country's economy as it is considered to be a strategic sector having a multiplier effect and bearing on the growth of primary sector as well. The sector in India presents unique opportunities and challenges with deficit of skilled manpower because of which the productivities and efficiencies in the sector are low. This has serious economic and strategic implications for the country.

With this context, ESSCI invites leading service providers to submit proposal for development of Learning Management System.

The deliverable of this project would be utilized by ESSCI in building strategies to boost the skill levels and professionalism in the Electronics industry by working closely with the private sector, universities and other institutions of learning so as to design programs to ensure that adequate trained and skilled manpower is available to the industry, which can give consistent standards of performance.

ESSCI, through this Request for Proposal (RFP), would select an Implementation Partner (referred as **Bidder/Proposer** in the rest of the document) with relevant experience and capacity to work on the scope of RFP and maintain information thereof.

3. SCOPE OF WORK

The scope of this project shall include but not necessarily be limited to the following:

3.1 Objective:

The main objective is to develop STANDARD ONLINE LEARNING PLATFORM for Improvement in training compliance to ensure that all facility users meet all their training requirements.

3.2 Features for Courses:

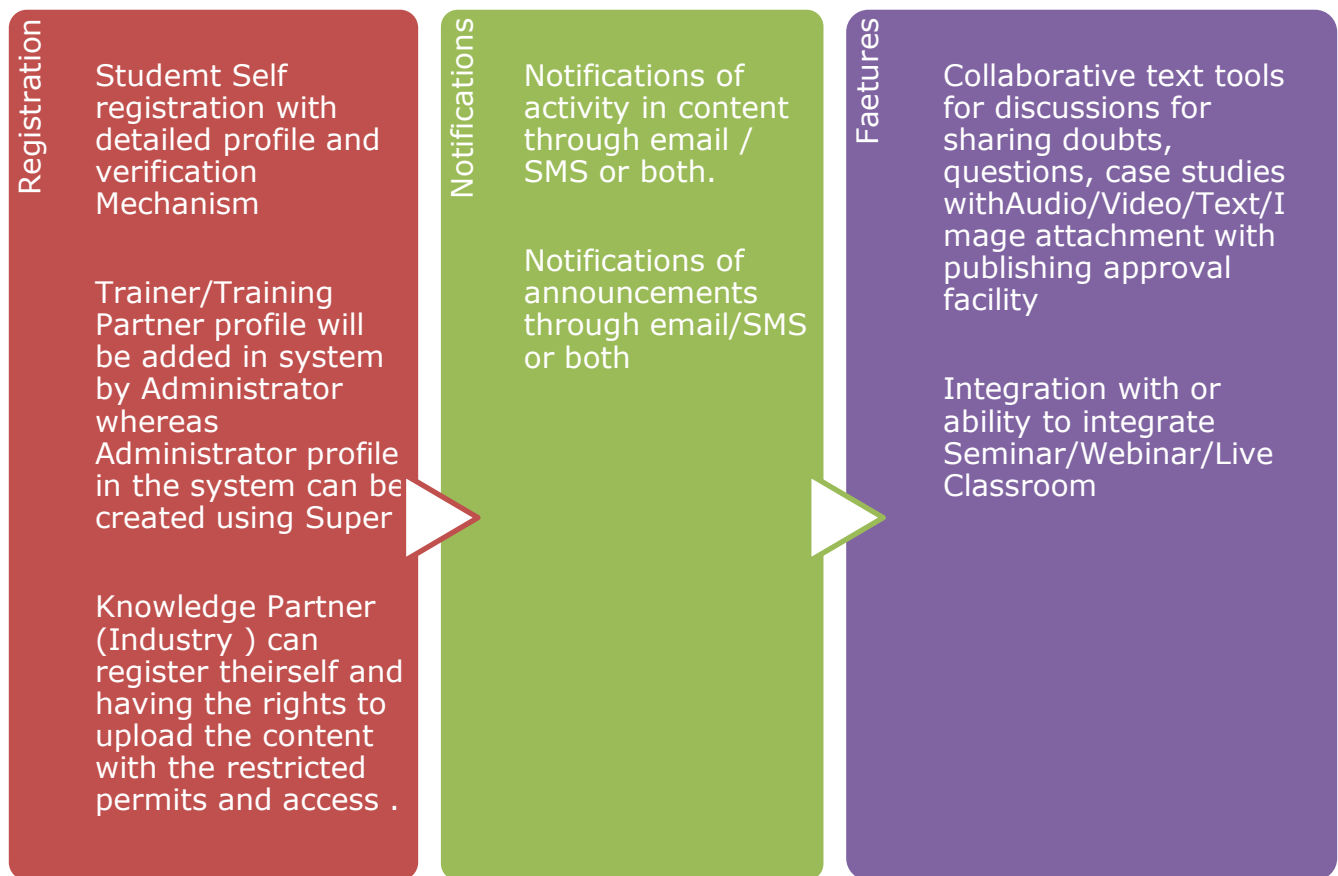
Most training courses at the lab today are instructor led with their own skill sets. Other types of training courses include on-the-job training with a supervisor signoff and read-and-sign training for procedures, not restricting our self to be conventional training delivery methodology as explained above, we would also like to create this platform as catalyst for the trainer to have standardization in the country towards Skill Training delivery standards include AR/VR techniques as well . We will offer electronic courses by making presentations, Audio, video and animation available to learners who then need to go a quiz when finished.

3.3 Functional Requirements:

- Course content designed, created and managed in the system
- System home pages and course content customizable to align with branding and style guidelines
- Supports On- line and instructor-led courses
- Support use of multiple formats (PPT, audio, video ,animations) in course content
- Training matrix defined by job role
- Training matrix and status (complete, overdue) viewed online by learner and manager
- Course catalog online – courses and dates

- Online registration
- Online completion of courses
- Management of courses with no content – waivers, certificate of training completed off site, citizenship verification
- Standard reports for learners, managers, and administrators – completed courses, overdue courses, course usage
- Notifications – registration, reminder, completion confirmation
- Course quizzes and evaluations managed (Assessment) in the system

3.4 Communication:



3.5 Content Management:

Ability to :

Publish each set of the content with dynamic structure which is variable in nature for example Sector - Sub-Sector - QP (Course Name) – NOS - Module

QP may have various set of contents like QP Document, Participant Handbook, Trainer Manual, PPT, Occupation Map, Career Progress, Video & Audio

Video wherever required with book marking and multilingual voiceover text facility. Ability to synchronize video with the text and vice versa. For E.g. If the video content is English or Hindi Voice over text can be in any regional or international language. As the video progresses corresponding text moves like "Karaoke" and video can also be navigated from text

Integrate content in commonly used formats namely PDF, MP4, MP3 either directly or after processing

Ability to connect digital video content with the real world object using AR technology. Person working in the real world is guided and monitored by the application running in the digital world with sensor connectivity in a seamless manner for learning and practical assessment.

Facility to integrate quizzes associated with the content

Parameter based search facility to search content using QP and NOS

Ability to publish troubleshooting guide or frequently asked questions for each of the course having a direct back link to the associated content of QP for explanation.

3.6 Assessment (Text Based & Voice Based):

- Exam statistics
- Flexible grading processes
- Random question pools with a facility for practice test in which student can select no. of question and define required time.
- Question bank (randomization and shuffling facility)
- Integration of content with assessment question
- Provision for generating batch performance report enabling trainer to set the delivery pace in the classroom (Flip It Concept)
- Voice based assessment for learning English and other international languages

3.7 Learning Activities:

- Role based login access
- Discussion forums
- Ability for students to create and post audio and video responses in discussions to clarify the doubts
- Restricted access of the content. Certain courses are free and certain are on paid basis. Course introduction and preview videos of the paid course will be available in free zone.
- Sequential access of module is preferred. In case students has not finished Module-1 can still jump to next sequential module (Module-2) with a system warning.

3.8 General Technical Requirements:

- Application design should be software as a "SAAS/ BOOM / BOOT" model so that it can be installed on a standalone computer, LAN and Web Platform.
- In either of the Model (SAAS/BOOM/BOOT) the source code / IP of the platform will lie with ESSCI.
- Application along with content can be deployed remotely on standalone computer / LAN Server with licensing facility considering number of user and duration.
- To access web based application, client machine should not require any software installation.
- Web applications must support all major browsers, i.e., Internet Explorer, Firefox, Safari, and Google Chrome.
- Provide tools or API for data imports.
- Provide tools or API for data exports.
- Provide auditing capabilities including logs, status errors, and warnings.
- Define backup procedures for the application and database
- Responsive application can be accessed on mobile Phones and Tablets.
- Payment gateway integration
- Feedback Mechanism

3.9 General Technical Support Requirements:

- Searchable knowledge base for problem lookup (Online Help)
- Product support system with knowledgeable staff and reasonable times for service response.
- Training for Administrator, Faculty and Students
- Screen sensitive help with integrated multimedia video and text to explain the process.

3.10 Technical Security Requirements:

- The product must provide security levels and authorization allowing or preventing view and update capability for forms and data depending on user roles, needs and the level of

authority.

- Documentation of user manual, requirements manual, build manual including security and permission criteria should be provided to SSC for validation and ease of implementation.
- Customizable access control for the define role
- User import facility for SSC to import user from existing ESSCI database if any from excel spreadsheet.
- Content security on user computer
- Audit trail of student's activities
- Content and Application security for standalone and LAN based installation

3.11 Technical Infrastructure and Support:

- Windows based operating system to deploy the application
- MS SQL Server based database
- Minimum system requirements and the architecture for deploying application
- Support mechanism for period maintenance, troubleshooting and emergency troubleshooting such as hacking of the system.

3.12 Audience:

Learner will fall into the following categories e.g. School dropouts, College Dropouts , College going ,Graduates ,Post graduates ,Engineers ,Employees , facility users (non-employees who work on science experiments) and visitors. All Learners are expected to follow the NSQF norms in order to acquire the standards Skill sets.

3.13 Project Delivery timelines

Development of the LMS = 3 months from the date of Award of Contract

Pilot Phase testing + user Training = 1 months

4. Selection Criteria

The ESSCI will review all submitted proposals for adherence to this request's requirements and capabilities to identify the proposal providing the best value based on the following criteria:

- Experience with similar projects
- Qualifications of project personnel
- Project understanding and responsiveness
- MTTR (Mean time taken to rectify)
- Rates and fees
- Bidder shall never be blacklisted by any government / PPP agency in last 5 years of their work

5. Selection Process

- ESSCI will form a selection panel that will review the responses received to this RFP.
- ESSCI will make a selection based on the submittals or, at their discretion, may ask a short list of proposers to interview or provide a demo prior to finalizing the selection.
- Proposers will be notified of the selection decision by email within three weeks of the receipt of proposals.
- Selection decisions taken by ESSCI Selection Committee would be treated as final. There will be no process for appeal or re-evaluation.
- ESSCI retains the right to request scope adjustments and substitutions of individual team members and engineering disciplines during negotiations and thereafter as well.

5.1 Proposal Contents

Brevity is encouraged in the responses to this RFP. Proposals must contain the following:

5.2 Cover Letter

Include contact information, including an email address, for the team's designated contact person who can receive and distribute RFP information on behalf of the team.

5.3 Firm Qualifications

Bidder to provide firm descriptions and evidence of qualifications to address the scope described in this document. Provide three to five examples of projects performed that demonstrate the qualifications and competence for each of the disciplines/requested areas of expertise. Provide client references.

5.4 Individual Qualifications / Project Team chart

Bidder to provide resumes for all key project staff for each discipline. Biographies should include: Experience with similar relevant projects.

5.5 Functional and Technical Requirements

Include the completed requirement checklist provided by ESSCI.

5.6 Project Understanding and Approach / Project Plan

Bidder to provide a brief description of your understanding and approach to the project with milestone.

5.7 Support Overview

Describe vendor support during and after implementation, including response times.

5.8 Quality Assurance

Bidder to provide a copy of all quality control and assurance programs. Describe your

testing and support plan.

5.9 Exceptions

Describe any exceptions to General Provisions and Terms and Conditions. Disclose any existing relationships and previous work with ESSCI.

5.10 Rates and Fee

Provide a firm fixed price for completion of all deliverables. List hourly billing rates for participating staff. The cost proposal must include all design, production, testing and software necessary for the development of the site.

Break out costs based on the scope of the project, including itemized one-time set up costs, implementation costs, seat licenses and ongoing fees, and integration costs. If the execution of work to be performed requires the hiring of subcontractors, you must clearly state this in your proposal. The proposal need not include hosting costs; for development / back hand network will be provided for the project.

6. Submission Requirements

Proposers should submit an electronic copy (.pdf format) of the proposal no later than 2:00 p.m. July 02, 2019, to: standards@essc-india.org having subject as "**Reference # ESSCI/LMS/RFP/001/2019 /RFQ** "

Questions/ Queries must be submitted in writing by email no later than 2:00 p.m. 29th June, 2019, to standards@essc-india.org having subject as "**Reference # ESSCI/LMS/RFP/001/2019 /Query** "Answers will be emailed to all prospective queries by the proposer by two working days.

The proposal period may be extended at the discretion of ESSCI based on the quantity and/or complexity of questions/ Queries. Any notices of extension of time to respond will be distributed to all prospective proposers by ESSCI.

7. GENERAL INSTRUCTIONS FOR PROPOSAL SUBMISSION

7.1 Preparation of Proposals

All proposals submitted must meet the following mandatory requirements in order to be considered and suitable for further evaluation

- Duly Signed and Completed Forms and Letters (Ref. Annexure)
- Permanent Account Number (PAN) of proposer/each consortium member from Income Tax authorities in India
- The bidder's legal name and any other name under which it carries on business as well

- as its business number, and whether the bidder is an individual or incorporated entity
- Bidders Profile including date of establishment
 - Turnover and Audited account statement of last three years. Details of each consortium partner for the project should necessarily be included, if applicable.
 - The bidder's contact information including name of the contact person, address, telephone and fax numbers, and email address
 - In case of a joint submission a copy of the letter of association highlighting the name of lead partner and the Sub-contracting partner/copy of the contract and other details should be attached and clearly elaborated.
 - Details of consortium partner/s should clearly be defined with roles, strengths and other relevant details.
 - A Signed copy of NOC and NDA.

7.2 Proposal Content Guidelines

In order to facilitate evaluation by ESSCI evaluation committee and to ensure each proposal receives full consideration, proposals should be accompanied by the documents as listed below. The proposals may be organized in a format at the discretion of the Proposer.

7.3 Proposal Submission Letter along with the following

- Bidders Profile including date of establishment
- Undertaking to the said effect as per the attached format.
- Turnover and Audited account statement of last three years

7.4 Methodology Brief

This section should demonstrate the Bidder's responsiveness to the specification by identifying the specific components proposed and addressing the requirements, to meet or exceed the specifications.

- Understanding of major deliverables and control systems to be used to efficiently manage the project and the needs and requirements of the Electronics Sector
- Detailed work breakdown structure

7.5 Financial Bid

- The Bidder shall indicate the prices of services it proposes to supply under the contract.
- All costs shall be inclusive of all taxes, duties, charges and levies of State or Central Governments, as applicable, at the date of signing the Agreement and subject to deduction of all statutory deductions applicable, if any. The benefits realized by Bidder due to lower rates of taxes, duties, charges and levies shall be passed on by Bidder to ESSCI. In case of upward revision to duties and taxes the Bidder will be responsible to incur the additional cost.
- The Bidder has to include all internal costs like Travel, Lodging & Boarding, Local Travel

expenses, etc. incurred during the implementation. ESSCI will not bear any additional costs post the assigning of the contract.

- All/ selected bidder would be called for detailed presentation and consultation of the Financial Bids. The bidders would be required to share their presentation with ESSCI.
- Terms of payment and penalty clause will be decided after finalization of the Bidder.
- All prices shall be quoted in Indian Rupees (INR)

7.6 Language of the proposal

The Proposals prepared by the bidder as well as all correspondence and documents relating to the proposal exchanged by the Bidder shall be written in English.

7.7 ESSCI rights to terminate the process

- ESSCI may terminate the RFP process at any time and without assigning any reason. ESSCI makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- This RFP does not constitute an offer by ESSCI. The bidder's participation in this process may result in ESSCI short listing the bidder and awarding the contract.

8. AWARD OF CONTRACT AND SETTLEMENT OF DISPUTES

- In case of tie between the two or more organizations, decision of ESSCI should be considered final and acceptable to the bidders.
- ESSCI reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder(s) of the grounds for the ESSCI's action prior to expiration of the period of proposal validity
- ESSCI will award the contract to the qualified Bidder whose Proposal after being evaluated is :
- Considered to be the most responsive to the needs of the organization and activity concerned. ESSCI reserves the right at the time of award of contract to vary the quantity of services and goods specified in the RFP without any change in price or other terms and conditions.
- The ESSCI reserves the right to:
 - Reject any or all proposals received
 - Enter into negotiations with one or more applicant on any aspects of the proposal
 - Accept any proposal in whole or in part
 - Award or negotiate one or more consultancy agreements
 - Verify any or all information provided in the proposal
- The selected bidder would be notified in writing by ESSCI. As noted earlier in this document, this date is subject to change at the sole discretion of the ESSCI. The signing of the agreement between ESSCI and the bidder is subject to the approval of

the ESSCI Management team.

- The contract to be entered into between the selected bidder and ESSCI will be finalized and would contain ESSCI standard terms and conditions. If, in the opinion of the ESSCI, it appears that a contract will not be finalized with the selected vendor, negotiations with other vendors submitting responsive proposals may be undertaken.
- ESSCI may assign an employee to interface with the project management team (SPOC)to monitor and seek information to document details of
 - Project Management
 - Fund Utilization
 - Process of new learning resource development
 - Recording and Maintenance of Evidences
 - Ad-hoc querying

9. Penalty Clause :

All delays, failures to adhere to the SLAs will attract a financial penalty. This will be mutually decided by the selected bidder and ESSCI while signing the contract

ANNEXURES

FORM – I

PROPOSER'S UNDERTAKING LETTER (To be on Proposer's letter head)

To
Mr. N K Mohapatra
CEO
Electronics Sector Skills Council of India
602 , Ansal chamber-II , Bhikaji Cama
Palace , New Delhi -110066

Dear Sir,

**Sub: "RFP for developing Learning Management System for ESSCI" -
Reference # ESSCI/LMS/RFP/001/2019**

We, the undersigned, as Proposer, having examined the complete RFP document (along with its annexure, forms etc.), do hereby offer for Developing Learning Management System for **ESSCI** in full conformity of your requirements as elaborated in above said RFP for the amounts mentioned by us in the Financial bid or such other sums as may be agreed between us.

We hereby agree to all the terms and conditions stipulated in the RFP and submit herewith our proposal for the said Project. The proposal submitted by us will be valid for 120 days from the last date for submission of proposals at ESSCI.

Yours faithfully,

(Authorized Signatory)

In the capacity of _____

Duly authorized to sign the proposal for and on behalf of Principal Proposer.