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F.No I-21/1/2021-AIIA-Part(1)

Date

**ALL INDIA INSTITUTE OF AYURVEDA (AIIA)**

(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

Gautampuri, Sarita Vihar, Mathura Road, New Delhi - 110076

Phone:011-26590401/402**Email: director@aiaa.gov.in****Website: www.aiaa.gov.in****EOI Document***For*

Expression of Interest for "Development of Digital Training Infrastructure under web-hosed component to establish an Online Learning Management System "AyurVidya" Development " at AIIA. New Delhi

**(Dr Umesh Tagade)
Joint Director**

Important Information Date Sheet

Event	Particulars
Date of publication of EOI	21.10.2021 1 PM
Date and time for Pre bid Conference	27.10.2011 11 AM
Last date and time for Bid submission	16.11.2021 3.00 PM
Date & Time of Opening of Technical Bids	16.11.2021 3.30 PM
Date of Presentation	Will be intimated
Date for opening of Financial Bids	Will be intimated
Place of Submission of EOI	Director All India Institute of Ayurveda Gautampuri, Sarita Vihar, Mathura Road, New Delhi-110076 email:director@aiia.gov.in

AIIA New Delhi will not be responsible for non-receipt /non-delivery of the bids due to wrong addresses / postal delays / courier delays or any other similar reasons

EXPRESSION OF INTEREST

SECTION I

1 GENERAL

1.1 Background

The All India Institute of Ayurveda (AIIA) New Delhi is an autonomous organization under the aegis of Ministry of AYUSH Government of India. It will be a 200 bed referral hospital and also impart post graduate, doctoral, post doctoral and super-specialty programme in major streams of Ayurveda. The organization will broadly have two Wings – Hospital and Academic Wings. The Hospital Wing will have various Units like Registration, OPD, IPD, Laboratory, Pharmacy, Radiology, OT etc. The Academic Wing will comprise of Administration, Library, Conference/Class Rooms, Rooms of senior faculty members etc.

1.2 Need For Request For Proposal

AIIA has well established Information Communication and Technology (ICT) and Information Technology (IT) infrastructure. AIIA needs some additions in the existing ICT infrastructure.

Director, AIIA invites the expression of Interest for selection of a Bidder, which should be a company (the “Bidder”) who shall “Develop and deploy the Digital Training Infrastructure under web-hosed component to establish an Online Learning Management System “AyurVidya” Development at AIIA.

AIIA intends to select the Bidder through this **Expression of Interest (EOI)** in accordance with the procedure set out here in.

1.3 Due diligence by Applicants

Applicants are encouraged to inform themselves fully about the assignment and the local conditions before submitting the Proposal by paying a visit to AIIA and the Work site and analyzing the given drawings.

1.4 Sale of EOI Document

EOI document can be downloaded from the Official Website www.aiia.gov.in.

1.5 Validity Of The Proposal

The Proposal shall be valid for a period of not less than 120 days from the Proposal Due Date (the “PDD”).

1.6 Brief Description Of The Selection Process

The AIIA has adopted a single stage, two-step selection process (collectively the “Selection Process”) in evaluating the Proposals

comprising technical and financial bids to be submitted in two separate sealed envelopes. In the first step, a technical evaluation will be carried out as specified in Section III, based on this technical evaluation, a list of short-listed applicants shall be prepared as specified in the second step, a financial evaluation will be carried out as specified in Clause 4.2. Proposals will finally be ranked according to their combined technical and financial scores as specified in Clause 4.2.

1.7 SCHEDULE OF SELECTIONPROCESS

AIIA would endeavor to adhere to the following schedule:

Nos. of Days	Activities
D-0	Publication of EOI
D-21	Submission of bid EOI
D-21	Opening of technical bid
D-28	Technical Evaluation
D-30	Opening of Financial Bid & Evaluation
D-32	Approval of Empowered Committee
D-35	Award notification (Letter of Intent – LOI)

1.8 LOCATION

The work will be required to be commissioned with in the campus of AIIA, at Gautampuri, SaritaVihar, Mathura Road, New Delhi PIN 110076.

1.9 Work Completion period

The work must be completed within one month (45 days) after receiving the Letter of Intent.

1.10 Termination:

1.10.1 By the AIIA :

AIIA may terminate this contract, by not less than thirty (15) days' written notice of termination to the selected bidder, to be given after the occurrence of any of the events specified in paragraphs (a) to (b) of this Clause.

a. If the Bidder do not remedy a failure in the performance of their obligations under the contract within thirty (30) days of receipt of being

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notified or within such further period as the client may have subsequently approved in writing. The client will have an option to invoke Risk Purchase clause by which client will have the option to engage different party at the cost of the incumbent consultant. The liability of the Consultant will be limited to Liquidated Damages and incremental differential renegotiated cost of the work management services.

b. If the Bidder become insolvent or bankrupt.

1.10.2 By the Bidder:

Once the work is awarded, bidder will have to complete the work as per terms and conditions of the contract failing which the performance security deposited under this bid agreement will liable to be forfeited. .

1.11 Obligations Of The Bidders:

The bidder shall perform the services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound Management practices, and employ appropriate advanced technology and safe methods. The Bidder shall always act, in respect of any matter relating to this EoI or to the services, as faithful advisers to the client, and shall at all times support and safeguard the client's legitimate interests in any dealings with sub- Bidder or third Parties. Consultant will furnish a Performance Bank Guarantee (3% of the work cost) for completion of the work in stipulated time and resources provided.

1.12 Obligations of the Client:

- a. **Change in the Applicable Law:** If, after the date of this agreement, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of services rendered by the Bidder, then the remuneration and reimbursable expenses otherwise payable to the Bidder under this contract shall be increased or decreased accordingly by agreement between the parties and corresponding adjustments shall be made to the amounts referred to in Clauses as the case may be.
- b. **Services and Facilities:** The Client shall make available to the selected bidder the services and facilities as mutually agreed to execute the work efficiently.

1.13 Settlement of Disputes:

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- a. **Amicable Settlement:** The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this contract or the interpretation thereof.
- b. **Dispute Settlement:** Any dispute between the parties as to matters arising pursuant to this contract which cannot be settled amicably within thirty days after receipt by one party of the other party's request for such amicable settlement may be submitted by either party for settlement in accordance with the provisions specified in SCC.
- c. **Liquidated Damages:** If the consultant is not able to complete the Work Report in time & the delay on this account is solely attributable to the consultant, then the consultant shall be liable for Liquidated Damages for delay @ 1% of the fee (excl. of taxes) subject to maximum of 10% of the fee payable for the stage of approval of Work Report.

1.14 Arbitration

In the event of any dispute or difference relating to the interpretation and application of the provisions of this Agreement, such dispute or difference shall be referred by either party for arbitration to the Sole Arbitrator in the Department of Public Enterprises to be nominated by the Secretary to the Government of India In-charge of the Public Enterprises. The Arbitration and Conciliation Act, 1996 shall not be applicable to arbitration under this Clause. The award of the arbitrator shall be binding upon the parties to the dispute, provided however and party aggrieved by such award may make a further reference for setting aside or revision of the award to the Law Secretary, Department of Legal Affairs, Ministry of Law and Justice, Government of India. Upon such reference the dispute shall be decided by the Law Secretary or the Special Secretary / Additional Secretary, when so authorized by the Law Secretary, his decision binds the parties finally and conclusively. The parties to the dispute will share equally the cost of arbitration as intimated by the Arbitrator.

1.15 Bid collection and submission details:

Tender reference Number	
Offer Validity Period	Tender should remain valid for 120 days
Earnest Money Deposit (EMD)	NIL
Address for communication	The Director, All India Institute of Ayurveda (AIIA), Gautampuri, Sarita Vihar, Mathura Road, New Delhi - 110076

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Place where tender offers would be opened	The Director, All India Institute of Ayurveda (AIIA), Gautampuri, Sarita Vihar, Mathura Road, New Delhi - 110076
e-Mail	director@aiia.gov.in

Section II

2 Role/Scope Of The Bidder

2.1 Pre Qualification Criteria of Bidder

- A. The Bidder should be a Central Government/State Government PSU (Public Sector Unit)/ CMMI III or above level company having demonstrable track record of rendering e-Governance and development, deployment and maintenance of cloud-based learning management system for a Large integrated Medical Institutions/ Central/ State Government /Universities/ Professional / Educational Institutes in India.
- B. The bidder should participate as a single entity, no consortium or group companies will be allowed.
- C. The Bidder should have been engaged of development, deployment and maintenance of cloud-based learning management system for a Large integrated Medical Institutions/ Central/ State Government /Universities/ Professional / Educational Institutes in India. The bidder should submit contract copy or experience certificate as documentary proof in last five years
- D. Annual average turnover of the bidder should be more than Rs.50 Crore in last three financial year's ending 2019-20.
- E. The Bidder must have completed similar nature of development, deployment and maintenance of cloud-based learning management system work in last 5 years, completion of which should fall at least one day earlier of the last day of submission of EOI.
- F. The Bidder is required to submit certificate of completion of assignment from the respective institute as a proof of meeting the above qualifying criteria and submit copies of the completion certificate.
- G. The Bidder should not be blacklisted in any of the Indian Government Department.
- H. The Bidder should have ISO 9001-2000 & ISO14001.
- I. The Bidder should have office in Delhi/NCR.

2.2 Submission of Technical Bid

- A. EOI in the form of hard copies duly signed, stamped and page numbering on each page will be considered.
- B. The EOI – both **Technical and Financial** duly filled in the prescribed proforma at Form 'A' to 'E' & Form 'F' shall be placed in sealed separate envelopes with a name of work written on the envelope and addressed to "The Director, All India Institute of Ayurveda, Gautampuri, Sarita Vihar, New Delhi -110076

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- C. The 1st envelope (Technical Bid) shall the documents as mentioned in the terms and conditions (Form 'A' to 'E').
- D. The 2nd envelope (Financial Bid) shall contain priced schedule of Quotation, duly signed, Stamped and page numbering by the authorized signatory of the bidder. (Form 'F').
- E. The Technical bids shall be opened at **3.00 PM on the closing date** in Committee Room, All India Institute of Ayurveda (AIIA), Gautampuri, Sarita Vihar, Mathura Road, New Delhi – 110076 in the presence of such bidders or their authorized representatives, who may wish to be present.
- F. The bidders, whose Technical bids are accepted, will be informed about the date of the opening of financial bids.
- G. All entries in the Technical bid in the proforma Form 'A' to 'E' should be filled up clearly. No overwriting or cutting is permitted in financial bid. However, cutting, if any, in the Technical Bid must be initialed by the person authorized to sign the technical bids.
- H. The bidder shall submit documents mentioned in Form 'A' to 'E' with Technical Bid.
- I. The Financial Bid of the Technically Qualified Bidder will ONLY be opened.
- J. The price schedule of quotation as per format enclosed, duly signed, stamped and page numbering by the authorized signatory of the bidder is to be submitted. The unit rate and prices shall be quoted by the bidder entirely in Indian Rupee to be entered in words also.
- K. The breakup of Basic Price, GST, other taxes/charges, if any to be clearly mentioned in Indian rupee only.
- L. Financial Bid in any other form except in the specified format given, will not be accepted and shall be SUMMARILY REJECTED.
- M. Both the above envelopes should clearly be marked on top of envelope about type of envelope i.e., details of contents in envelope (Technical Bid/Commercial Bid as the case may be), name of agency submitting the bid and addressed to "The Director, All India Institute of Ayurveda, Gautampuri, Sarita Vihar, New Delhi -110076"
- N. The main envelope containing the Technical Bids, Financial Bids must be superscripted 'EOI for Development of Digital Training Infrastructure under web-hosed component to establish an Online Learning Management System "AyurVidya at All India Institute of Ayurveda'.
- O. Please note that the envelope containing Technical and Financial Bids are sealed properly, i.e. either wax or with adhesive cello tape on both ends. Rates quoted should be neat and clean without cutting/overwriting.

Section – III

3 Detailed Scope of Work

3.1 Objective

Design & Development of a Learning Management System (LMS) to host a series of online courses. The technical content for the course will be provided by AIIA and will contain lecture material in the form of presentations/images, videos, case studies, with graphics and animation (wherever applicable). An interaction with the course participants via webinar mode will be conducted. Exit assessment (with or without remote proctoring) will be inbuilt (Course admin can choose any option). ECertificate to learners passing out after clearing the passing percentage and validation of the eCertificates will be inbuilt in the LMS.

The vendor will have the sole responsibility to design the LMS as per desired functionality and take the technical content provided by AIIA to design the online course. The vendor is not required to be proficient with relevant knowledge pertaining to the course to be designed.

3.2 Broad Scope of Work

1. The LMS should be intuitive, easy to use and navigate. The LMS should allow for user registration, hosting and deployment of e-learning courses, course evaluations and course certifications.
2. The Course will comprise of numbers lectures defined by the AIIA.
3. The lecture overview and recap of each lecture would be completely in animation/graphics form and the rest of the lecture material would be in slides/images with graphics and animations, wherever required.
4. User Administration module
5. Performance report and certification for different sectors
6. Nomination Management / System notifications
7. E-learning Management
8. Course creator/editor tool content authoring(Audio, Video, Presentation, Documents, live streaming)
9. Feed back
10. Reports/MIS
11. Assessment survey / test engine.
12. Course certification
13. Analysis of training needs
14. email and SMS integration
15. Should support low bandwidth such as 256kbps

16. Any services, functions or responsibilities not specifically described in the contract , but which are inherent, necessary or customary part of the services or are required for proper performance or provision of the services in accordance with the broad Scope of work or Indicative list of required features, shall be deemed to be included within the scope of the work to be delivered for the charges, as if such services, functions or responsibilities were specifically described in the scope of work.

3.3 Mandatory Features of LMS

1. The LMS should have a well-designed and easy to navigate user Interface
2. The LMS should be able to deliver all types of content e.g. text, graphics, audio, video etc. and support multi-lingual requirements.
3. The system should be fully browser based and should not require any client side software installation. The LMS should be browser independent i.e. it should work on all popular browsers such as Chrome, Mozilla, Internet Explorer, Safari
4. The portal server should be platform independent, i.e., it should work on multiple operating systems (e.g., Windows, Linux, Solaris, iOS). It should also be mobile compliant without compromising on user experience
5. Enable self-learning with learning assessment and learning quizzes
6. SMS alerts, Email, In-App alerts about pending course deadlines
7. Ability to report and archive course completion status and history per User
8. Ability to issue a certificate at end of course with a unique, verifiable certificate number.
9. Learn on the go, with short targeted inputs tailored to personal needs, gamification options to excite, motivate and engage (The content for this to be provided by CDSA)
9. Mobile learning app with an option of offline functionality and ability to restart the course from where it was left
10. There should be an integrated portal for access to Learning Materials, Threaded Discussion Groups, Online Notice Board, Synchronous Collaboration (Chat, Whiteboard), Arrangement / Personalization of the portal et
11. The system should be able to handle a minimum of 1.5 lakh front-end user records with expansion capabilities
12. The LMS should provide for capabilities to enforce access controls to protect user information from manipulation and any unauthorized access.
13. The courses on the LMS should be brandable - branding (inclusion of logos, usage of fonts and colors etc.) as per the requirements
14. The LMS should support inbuilt online User survey to assess effectiveness of the course and general feedback support.
15. The LMS should support the existing online payment gateways currently operational in India.
16. The LMS should have in-built option to schedule interactive sessions with the participants (through internal mode or external mode like Skype/GoTo Meeting/Webex, etc.)

17. The LMS should be able to create online groups – chat rooms for giving exercises, if applicable during the course.
18. The LMS should provide remote proctoring tool (inbuilt or additional).
19. The LMS should have the capacity to generate e-Certificate automatically once the learner clears the passing criteria.
20. The LMS should be able to provide validation of the e-Certificates released earlier.
21. The system should support management of all types of learning events, i.e., standard instructor- led courses, e-learning courses, seminars, workshops, conferences, webinars etc.
22. Online Webinars: There should be option for conducting online webinars for select trainings.
23. Virtual Classrooms: There should be option for conducting virtual classrooms, trainings etc. where participants can connect online and participate like a regular training program. It may have groups/chat rooms for group work.

3.4 Detailed of Portal Design and Implementation

The Bidder shall be entirely responsible for proposing the Solution which satisfies all features, functions and performance as described in this document. The bidder shall be responsible for design, development, and implementation of the proposed solution.

The following outlines the scope of work to be performed by the bidder during this track:

Requirement Study

The bidder shall perform the detailed assessment of the Solution requirements as mentioned .Based on the understanding and its own individual assessment, Bidder shall develop& finalize the Functional Requirements Specifications (FRS) and the System Requirement Specifications (SRS) in consultation with AYURVIDYA and all the stakeholders mentioned in Section. While doing so, Bidder at least is expected to do following:

- a. Bidder shall translate all the requirements mentioned in the document into System Requirements.
- b.. Bidder shall follow standardized template for requirements capturing.
- c.. Bidder must maintain traceability matrix from SRS stage for the entire implementation.

Design

The bidder shall design the solution architecture and specifications for meeting the requirements mentioned as part of this EOI. The Bidder shall be entirely responsible for the design and architecture of the system implemented to satisfy all requirements as described in this document including the required hardware(This will be provided on NIC Cloud by AIIA). Solution architecture description provided in this document is for reference only and the Bidder is expected to provide the best solution which can address the requirements mentioned in the EOI.

The system architecture for the Integrated Solution shall be designed, developed & delivered asper following:

a. General Guidelines

- i. The system architecture should be based on open industry standards and protocols
- ii. The system will be centrally deployed and globally accessed.
- iii. The system shall be designed to be scalable and easily extensible.
- iv. The system should be flexible to cater to required changing as per AIIA need and compliance requirements (including reporting requirements in proper formats)

b. Applications

- i. The Solution design should be a 3-tier services based architecture for all environments
- ii. The Solution design should focus on developing workflow and transaction, rules management, configuration management
- iii. All applications must take into account appropriate security, performance, efficiency and maintainability issues
- iv. The ownership of the product would be with AIIA
- v. The products which would be part of the Solution must be of the latest commercially available Indian version
- vi. Products must be supported in terms of upgrades, bug fixes, functionality enhancements and patches to cater to changes to statutory requirements by their respective developer organization for a period of not less than three (3) years from the date of procurement
- vii. Upgrade to new releases should not become mandatory for the next three years from the date of installation.

c. Integration

- i. The complete solution design should include Integration Framework for integration of both internal and external applications and services

d. Data

- i. Data will be owned, shared, controlled and protected as a corporate asset of the AIIA
- ii. Data should only be accessed through application/interfaces for create, update and delete. There should not be any direct access to the data layer for users
- iii. Bidder shall provide the details of data synchronization strategy both in batch mode and in real time

e. Data Security

- i. Bidder shall provide strategy to maintain data security at the application level
- ii. Bidder shall provide strategy to maintain data security at the database level
- iii. Bidder shall provide strategy to maintain data security at the messaging and middleware level
- iv. Bidder shall provide security strategies when the applications are accessed from outside the network or accessing resources outside the network.
- v. Bidder shall provide strategies of encryption and security for external transaction with partner network and systems Develop

The bidder shall carefully consider the scope of work and provide a solution that best meets

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AIIA's requirements. The Solution developed may or may not be mix of Custom Development and Products with Customizations.

3.5 Products (Configuration & Customization)

i. The successful bidder will be responsible for supplying the application, licenses, database and related software, integration tools, along with the source code and installing the same so as to meet AIIA's requirements mentioned in various sections of this EOI.

ii. The Bidder shall perform periodic audits to measure license compliance. The Bidder shall report any exceptions to license terms and conditions at the right time to AIIA. However, the responsibility of license compliance solely lies with the successful bidder. Any financial penalty imposed on AYURVIDYA during the contract period due to license non-compliance shall be borne by bidder.

iv. Bidder shall also supply any other tools & accessories required to make the Solution complete as per requirements.

The Bidder shall supply:

Software & required licenses

Supply tools, accessories, documentation and provide a list of the same. Tools and accessories shall be part of the solution.

Supply latest supported version of Database Software to support the Integrated Solution and any other software, tools and bolt-on/add-on application.

Product Documentation: Two sets of Product Documentation in hard copy and one soft copy to be supplied along with licenses and shall include but not limited to following:

Technical manuals

Installation guides

User manuals

System administrator manuals

Toolkit guides and Troubleshooting guides

i. The successful Bidder shall identify, design and develop components/functionalities that are not covered within any product and are required to address the AYURVIDYA requirements mentioned in this EOI.

ii. The Bidder shall supply the following documents along with the developed components:

work process guides;

Data model descriptions;

Sample reports;

Frequently asked question (FAQ) guides;

Any other documentation required for usage of implemented solution

3.6 Integration & Data Migration

The Bidder shall provide an interface of the Portal to the Course Providers so they can upload the content on the Portal. The Bidder shall provide the functionality to approve/reject/modify the content uploaded on the portal to the identified users of AIIA

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Testing

The successful bidder shall work in a manner to satisfy all the testing requirements and adhere to the testing strategy outlined. The successful bidder must ensure deployment of necessary resources and tools during the testing phases. The bidder shall perform the testing of the solution based on the approved test plan, document the results and shall fix the bugs found during the testing.

The bidder shall take remedial action based on outcome of the tests. Bidder shall ensure that performance testing, load testing, security testing etc. other types of testing are done using Load Runner/Silk performer/Rational Performance Tester/other tools of equal repute. Bidder shall benchmark the results of performance testing of the solution with the results that they have published in their bid. Bidder shall be responsible for procurement of licenses or other costs associated with these tools.

Bidder shall provide complete support to AYURVIDYA team or their representatives at the time of user acceptance testing. It would be bidder's responsibility to ensure that all issues raised during UAT are closed and signed-off from respective authority.

3.7 Third Party Audit Cert-In Emplaned Vendor (Security and Performance Audit)

A third party auditor (Cert-In Emplaned Vendor) who shall be responsible for performing the Performance and Security Audit of the Portal. The Bidder needs to ensure that the Portal is in compliance with the Security Policy and Guidelines released by UIDAI and DeitY.

The third-party (Cert-In Emplaned Vendor) shall conduct audit on minimum below mentioned parameters. The cost of audit shall be borne by the Bidder. The cost of rectification of non-compliances shall be also borne by the Bidder.

The illustrative deliverables for this activity are mentioned below.

1. First Round Audit Report (by Auditor)
2. Rectified solution and submission of next round of audit (by Bidder)
3. Next Round Audit Report (by Auditor)
4. If required, Rectified solution and submission of next round of audit (by Bidder)
5. Compliance Confirmation by the Auditor (by the Auditor)

3.8 Hand-holding support

Bidder shall also provide hand-holding support to AIIA personnel for a period of three months from the date of Go-Live of respective application. These personnel must be clearly identified exclusively for this role.

Bidder shall provide at least 2 people for hand-holding support at AIIA

3.9 Go-Live Preparedness and Go-Live

- a. Bidder shall prepare and agree with AIIA the detailed plan for Go-Live.
- b. The Bidder shall define and agree with AIIA the criteria for Go-Live and the timelines for the same.
- c. Bidder shall submit signed-off UAT report (issue closure report) ensuring all issues raised during UAT are being resolved prior to go-live.
- d. Bidder shall ensure that Go – Live criteria as mentioned in Go – Live plan is met and take approval from AYURVIDYA team on the same.

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- e. Go-live of the application shall be done as per the finalized and agreed upon Go-Live plan
- f. Bidder shall not have more than 2 go-lives as mentioned in implementation plan in this EOI.

3.10 Government of India Guidelines for course development

The LMS solution shall be implemented keeping in mind competencies defined as per the e-Governance Competency Framework (e-GCF) and any other e-Governance training requirements. As per DeitY (Government of India) policy, preference shall be given Open Source Software (OSS). However, AIIA is open for both Closed Source Software (CSS) and Open Source Software (OSS). The Vendor shall provide justification of exclusion of OSS in their response as the case may be. AIIA will decide by comparing both OSS and CSS options with respect to capability, strategic control, scalability, security, life time costs and support requirements.

3.11 Course general features:

A. User management

- 1) Creation of User (for privilege user)
- 2) Direct user registration through LMS – payment (payment gateway) or non-payment options (if course is free then non-payment option) (For participants/learners)
- 3) List of users registered on the portal and course status

B. Course management (Admin)

- 1) Create Courses (Free/Paid)
- 2) Add Instructor/Faculty details
- 3) Add course content -- topic/module/lecture wise – Video/PPT/PDF format
- 4) Activate Discussion Forum – specific to course
- 5) Add Assignments, MCQ Quiz – Course progress

C. Learning Management (User)

- 1) Assign course to User
- 2) Check progress of leaning by user
- 3) Send alerts (SMS, email) – payment, non-completion of assignments, notifications, etc.
- 4) Reviews by User on courses
- 5) Exit assessment test upon the completion of course
- 6) Remote proctoring, wherever applicable
- 7) Payment gateway, wherever applicable
- 8) Certificate on completion (auto mode, based on pre-set criteria)
- 9) Validation of e-Certificate

3.12 Notifications

Auto notifications (SMS, email) for all important events like registration, successful payment completion if applicable), course enrolment, pending enrolment process, pending course completion activities, certificate to user, etc.

3.13 Hosting and Development

The complete course development will be Hosted at Cloud Provided by NIC Government of India, The Bidder has to comply all the requirement as per guidelines and directions of NIC for deployment and hosting of the web portal at NIC Provided Cloud.

3.14 Uptime:

The Bidder will ensure an uptime of 99% for the items deployed by them.

3.15 Reliability:

The equipment offered should be robust and reliable.

3.16 Licenses

User License should be complete in all sense i.e. only Full Usage User License has to be quoted. All licenses shall be of Perpetual Nature only. No time restriction and user restriction licenses shall be entertained

3.17 IT support for operations and maintenance

Bidder shall also provide complete maintenance support for all the proposed integrated solution as outlined in this RFP for a period of Thirty six months from the date of go-live i.e. "Go-Live" + 36 months. "Go-live" is the date on which the proposed solution is completely operational as per the requirements provided in this RFP and all the acceptance tests are successfully concluded to the satisfaction of AIIA.

During the warranty period, the bidder shall warrant that the goods supplied under the contract are new, unused, of the most recent version/models and incorporate all recent improvements in design and materials unless provided otherwise in the contract. The bidder further warrants that the goods supplied under this contract shall have no defects arising from design, materials or workmanship.

AIIA or designated representatives of the bidder shall promptly notify successful bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the bidder shall, within the warranty period and with all reasonable speed, repair or replace the defective systems, without costs to AIIA and within time specified and acceptable to AIIA.

If the successful bidder, having been notified, fails to remedy the defect(s) within the period specified in the contract, AIIA may proceed to take such reasonable remedial action as may be necessary, at the successful bidder's risk and expense and without prejudice to any other rights, which AIIA may have against the bidder under the contract.

During the comprehensive warranty period, the successful bidder will provide all product(s) and documentation updates, patches/fixes, and version upgrades within 15 days of their availability and should carry out installation and make operational the same at no additional cost to AIIA.

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The successful bidder hereby warrants AIIA that:

- i. The implemented integrated solution represents a complete, integrated solution meeting all therequirements as outlined in the RFP and further amendments if any, and provides the functionality and performance, as per the terms and conditions specified in the contract.
- ii. The proposed integrated solution will achieve parameters delineated in the technicalspecification/requirement.
- iii. The successful bidder will be responsible for warranty services from licensers of products included in the systems.
- iv. The successful bidder undertakes to ensure the maintenance of the acceptance criterion/standards in respect of the systems during the warranty period.

3.18 CAMC and Upgrades:

The technical maintenance of the software will be the specified as the responsibility of the Bidder for three years.

Section IV

4 QUALIFYING REQUIREMENT

4.1 Method of selection of the Work Management vendor for Design & Implementation Submission of Bids

The bids are invited from company in the field of Information Technology. The bids should be submitted in two separate sealed envelopes (one for technical bid and other for financial bid indicating on the top of the sealed cover of each whether it is a financial or technical bid) and these two envelopes shall be put in a bigger envelope duly sealed. In case, any bidder submits more than one bid or more than two envelopes in the bigger envelope, his bid will be summarily rejected without assigning any reason. Further, each page of the technical and financial bids should be numbered and signed by the authorized signatory.

4.1.1 The Technical Bid Shall Contain:

- a. Name & Short C.V. of Principal Officers for the work
- b. Organizational Structure
- c. Audited Financial Statement for the last three years with year-wise turnover and Net Profit/Loss(PAT)
- d. List of major completed assignments relating to Work in which Development of Digital Training Infrastructure under web-hosed component to establish an Online Learning Management System services was undertaken in previous 5 years, along with documentary evidence of acceptance of the Reports
- e. C.V. of all the Bidders/Experts with the firm. Format at Form –‘A-1’
- f. Any other information to highlight their strength and the claim to undertake the Design and Built of IT services related to e-learning portal development .

Along with the above information, details regarding agency's credentials, team's composition, infrastructure and experience of the organization/institution in undertaking similar work, names and addresses of at least three clients from whom the experience/competency of the applicant can be ascertained, is also required to be provided. The organizations should also provide evidence in support of their experience in Development of Digital Training Infrastructure under web-hosed component to establish an Online Learning Management System services Technical bid should be given separately at Form-‘A’ to E in addition to give the details in the work documents.

(A) The Financial Bid Shall Contain:

The financial Bid shall be in Form-‘F’ with details of cost break up for cost all related works for completion and commissioning and CAMC for three years.

4.2 SELECTION PROCESS:

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a) Opening of big envelope in presence of bidders will be done immediately after closing of bid time in the Committee Room, AIIA Mathura Road Sarita Vihar, New Delhi 110076

b) Immediately after opening of big envelopes, Technical bids for each scheme will be opened first in the presence of bidder and their documents will be page numbered and signed by the Screening Committee Members.

c) Evaluation of technical bids will be done by the Screening Committee of the Director, AIIA subsequently.

d) Financial bids of only the technically qualified agencies/organization/institutions will be opened in their presence on the date and time to be intimated them through Website/E- mail/ Telephone (Details to be provided by bidders).

(e) The bids will be evaluated as per Combined Quality Cum Cost Based System (CQCCBS) method based on Manual of Policies and Procedure of Employment of Bidder, Ministry of Finance, Government of India dated 31st August, 2006. For details, please refer to website of Ministry of Finance, Government of India.

-For Technical Bids, 70% weightage shall be assigned and for Financial Bids 30% weightage will be assigned.

-The Proposal with the lowest cost will be given a financial score of 100 and other proposals given financial scores inversely proportional to their prices

-The total score of both the technical and the financial bid shall be obtained by weighing the quality and cost scores and adding them up.

The highest point's basis shall be considered for award of the contract as illustrated below: Highest points basis: On the basis of the combined weighted score for quality and cost, the Bidder shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. the proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract.

As an example, the following procedure can be followed. In a particular case of selection of Bidder, **it was decided to have minimum qualifying marks for technical qualifications as 70** and the weightage of the technical bids and financial bids was kept as 70: 30. In response to the RFP, 3 proposals, A, B & C were received. The technical evaluation committee awarded those 75, 80 and 90 marks respectively. The minimum qualifying marks were 75. All the 3 proposals were, therefore, found technically suitable and their financial proposals were opened after notifying the date and time of bid opening to the successful participants. The price evaluation committee examined the financial proposals and evaluated the quoted prices as under:

Proposal	Evaluated cost(Including CAMC for three years)
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A	Rs.120.
B	Rs.100.
C	Rs.110.

Using the formula LEC / EC , where LEC stands for lowest evaluated cost and EC stands for evaluated cost, the committee gave them the following points for financial proposals:

$$A: 100 / 120 = 83 \text{ points}$$

$$B: 100 / 100 = 100 \text{ points}$$

$$C: 100 / 110 = 91 \text{ points}$$

In the combined evaluation, thereafter, the evaluation committee calculated the combined technical and financial score as under:

$$\text{Proposal A: } 75 \times 0.70 + 83 \times 0.30 = 77.4 \text{ points.}$$

$$\text{Proposal B: } 80 \times 0.70 + 100 \times 0.30 = 86 \text{ points}$$

$$\text{Proposal C: } 90 \times 0.70 + 91 \times 0.30 = 90.3 \text{ points.}$$

The three proposals in the combined technical and financial evaluation were ranked as under:

Proposal A: 77.4 points :H3

Proposal B: 86 points : H2

Proposal C: 90.3 points :H1

Proposal C at the evaluated cost of Rs.110 was, therefore, declared Successful and recommended for negotiations/approval, to the competent authority.

Financial bids having any negotiation clause or condition shall be summarily rejected.

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4.3 Technical bid Evaluation Criterion

S. No.	Criterion	Evaluation Criteria
A	FINANCIAL STRENGTH	10 marks
(i)	Average Annual financial turn over from financial year 2017-18, 2018-19, 2019-20	<ul style="list-style-type: none"> • >8 cr. : 10marks • >6<=8 : 8marks • >4<=6 : 6marks • >=1<=4 : 4marks • <1cr. : 0marks
	ORGANIZATIONAL STRENGTH	10 marks
(i)	Manpower-Strength- - TheBidders should have minimum number of 100 employee strength on their payroll	<ul style="list-style-type: none"> • >1500 employee :10 marks • > 1000<= 1500 :8marks • >500 <=1000 :6marks • >=100<=500 :4marks • <100 : 0marks
C	RELEVANT EXPERIENCE	10 marks
(i)	Value of works completed (each exceeding Rs. 40 Lac) in last five years on e-learning, e- governance or similar work during the last three consecutive	<ul style="list-style-type: none"> i. >Rs.100 lac : 10Marks ii. >Rs. 80<= 100 : 8Marks iii. >Rs. 60<= 80 : 6Marks iv. >=Rs. 40<=60 : 4 Marks v. <40 lac : 2Mark <p>Details of works to be furnished by the bidder in a separate Annexure to be enclosed with this.</p>
(ii)	<p>Bidder should have successfully implemented at least one(1) similar work* in last 5 years ending with 31/3/2021</p> <p>* similar work A work would be treated as a similar work which has evidence from the work order or related document cover the requirement mentioned under the scope of work in this EOI . Similar work means Development of Digital Training Infrastructure under web-hosed component to establish an Online Learning Management System</p>	<p>No of Works (10 marks)</p> <ul style="list-style-type: none"> i. >=5 : 10Marks ii. = 4 : 8Marks iii. =3 : 6Marks iv. =2 : 4 Marks v. =1 :2Marks <p>Details of works to be furnished by the bidder in a separate Annexure to be enclosed separately with this.</p>
D	Technical APPROACH,	40 marks

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	METHODOLOGY AND CAPABILITY	
	Technical Presentation (Max 30 Minutes) Consultant Approach and Methodology to perform the assignment / job based on the EOI	Mark to be allotted by Client's evaluation committee / team on the basis of presentation made by company on the following parameters: i. Overall Understanding of the Terms of Reference and requirement : 5 marks ii. Architectural Vision : 5 marks iii. Technical approach and methodology : 10 marks iv. Work plan including timelines to complete work : 5 marks v. Maintenance of quality : 5 marks vi. Steps to be taken for timely completion of the work, Plan B or alternate methods to complete the work in any eventuality : 5 marks vii. Proposed tools , equipment format & technologies deliverables to be used/ provided 5 marks
	Live demonstration through demo or/ the already hosted cloud based portal presentation of similar nature of AIIA requirement with maximum Duration of 50 minutes.	20 Marks

4.4 PRESENTATION

The bidder would be required to make a presentation of their action plan Development of Digital Training Infrastructure under web-hosed component to establish an Online Learning Management System.

TIME SCHEDULE FOR COMPLETING THE WORK:

(i)	Preliminary Estimate	One Week after the LoI is placed on the selected bidder
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(ii)	Commencement and mobilization activities	One Week after approval of Preliminary Estimate
(iii)	Design, Built, Testing, Training, hand-holding and handover	Work Duration 08 weeks from the commencement of the mobilization activities.

4.5 PENALTY

If the agency/organization/institution is not able to complete the work in time the agency would be liable to be penalized as follows:

- For delay: 1% of the fee (excluding taxes) per fortnight or part of it subject to maximum of 10%.

4.6 SAVING CLAUSE

The Director, AIIA has the right to terminate the contract at any time if it comes to know that the contract has been procured fraudulently or misrepresented and corrupt practices and forfeit the security / bank guaranteed.

4.7 Court Jurisdiction

In case of any dispute, this shall be subject to the exclusive jurisdiction of Court at Delhi/New Delhi.

4.8 EARNEST MONEY DEPOSIT

Bidder need not to submit EMD for this tender. However, The bidder has to sign a bid securing declaration (As per Annexure –E) accepting that if they withdraw or modify their bids during the period of validity or if they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bid document, they will suspended for the two years from being eligible to submit bids for contracts with ALL India Institute of Ayurveda New Delhi

4.9 IT support for operations and maintenance of Portal

The supplier has to provide support for operations and maintenance of the complete work for three years .

4.10 PAYMENT TERMS AND CONDITIONS

For supply , Installation, Commissioning and work 60% of the value of work will be paid on successful completion/Golive of work, balance 30% will be released after completion of warranty period(year to year Basis) and 10 % will be released after successful handover and knowledge transfer to maintenance vendor/AIIA.

SECTION-V

INFORMATION & INSTRUCTIONS FOR BIDDERS

5 GENERAL

5.1 Tender Document Fee

The Bidder needs not to submit EMD for this tender However Bidder to sign a Bid Security declaration as per Annexure –E.

5.1.1 Letter of Transmittal and Forms 'A' to E' seeking information /documents are givening Section V.

5.1.2 All information called for in the enclosed forms should be furnished against the relevant columns in the forms. If for any reason, information is furnished on a separate sheet, this fact should be mentioned against the relevant column. Even if no information is to be provided in a column, a 'nil' or 'no such case' entry should be made in that column. If any particulars/ query are not applicable to the applicant, it should be stated as 'not applicable'. The applicants are cautioned that not giving complete information called for in the application forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information shall result in the applicant being summarily disqualified. Applications made by telegram or telex and also those received late will not be entertained.

5.2 The application should be type written, without cutting or over writing. The applicant should sign each page of the application.

5.3 The applicant may furnish any additional information, which is deemed necessary to establish capability to successfully complete the envisaged work. Superfluous information need not be furnished and no information shall be entertained after submission of EOI document unless specifically called for.

5.4 Any information furnished by the applicant found to be incorrect either immediately or at a later date, would render him liable to be debarred from taking up the work.

5.5 Prospective bidders can seek any clarification regarding work requirements and EOI document from the office of the, HOD, IT Dept, AIIA, Gautampuri, Sarita Vihar, Mathura Road, New Delhi, 110076,

5.6 The Director, AIIA, reserves its right not to respond to any question raised or provide clarification sought in its sole discretion.

5.7 **Jurisdiction:** All disputes arising shall be subject to the jurisdiction of the appropriate court at Delhi alone, and shall be governed by laws of India.

5.8 The discretion and decision of Director, AIIA, in respect of the EOI shall be final and shall not be open to be challenged in any Court of Law.

5.9 Final Decision Making Authority: Director, AIIA reserves the right to accept or reject any application and/or to annul the selection process and

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reject all applications at any time without assigning any reason or incurring any liability to the applicants.

5.10 **Organizational Structure**

The applicant should have sufficient number of Solution Architects and other software and networking professionals. The applicant should submit a list of key professionals stating clearly how they would be deployed in this work and in-house capability of the firm should be brought out, clearly indicating the disciplines for which the firm will need to appoint sub- Bidders.

Even though an applicant may satisfy the above requirements, he would be liable to disqualification, if he has:-

- a) Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the EOI document.
- b) Record of poor performance such as abandoning work, not properly completing the assigned work, or financial failures/weaknesses, have been black listed in any of the Govt. Ministry, PSU, local bodies etc.
- c) Record of poor performance in any of the works related to Ministry of AYUSH completed or being executed.

5.11 **Confidentiality**

The bidders shall not disclose any proprietary or confidential information relating to the work, the services, this contract or the client's business or operations without the prior written consent of the client.

5.12 **Tentative cost of the work:**

The tentative Cost of the complete work is Rs.30 lac(Rupees thirty lac).

5.13 **Information to Be Given In The Required Formats:**

Bidders should furnish the following:

5.13.1 **ORGANIZATION INFORMATION**

Bidders are required to submit the following information in respect of their organization (Form - 'A').

- a) Name & postal address, Telephone & Fax Number etc.
- b) Year of establishment and commencement of practice.
- c) Copies of original documents defining the legal status, place of registration and principal places of business.
- d) Name & title of Directors
- e) Name and designation of officers to be associated with the work and authorized to act for the organization.
- f) Information on any litigation in which the applicant was involved during the last seven years including any current litigation.
- g) Brochures and Annual reports of last three years.

5.13.2 **List of Works**

List of similar assignments/works successfully completed/ongoing during the last seven years

(Form 'C').

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5.13.3 LETTER OF TRANSMITTAL

The applicant should submit the Letter of Transmittal attached under Section-V of the EOI document.

5.13.4 DISCLAIMER

The information in this document has been prepared to assist the applicants in preparing the EOI and it is clarified that:

- i. It does not constitute an invitation to offer or an offer in relation to the transaction.
- ii. This document does not constitute any contract or agreement of any kind whatsoever.
- iii. This document does not claim to contain all the information that interested parties and their advisors would desire or require in reaching decisions as to the transaction. Interested applicant should form their own view as to what information is relevant to such decisions and make their own independent investigations in relation to any additional information.
- iv. Neither the information in this document nor any other written or oral information in relation to the transaction or otherwise is intended to form the basis of or the inducement for any investment activity or any decision to enter into any contract or arrangement in relation to the transaction and should not be relied on as such. Neither AIIA nor their employees or advisors shall be liable to any interested party or any entity under any law including the law of contract, tort, the
- v. principles of restitution or unjust enrichment or otherwise for any loss, expenses or damage which may arise, or be incurred, or suffered, in connection with this document, or any matter that may be deemed to form part of this document, or any other information supplied by or;
- vi. On Behalf of Director, AIIA or their employees or advisors or otherwise arising in any way from the selection process mentioned herein.
- vii. Director, AIIA is not bound to accept any or all the responses to the EOI. Director, AIIA reserves the right to reject any or all responses without assigning any reasons. No applicant shall have any cause of action or claim against Director, AIIA or its officers, employees, advisors, agents, successors or assignees for rejection of its response.
- viii. Failure to provide information that is essential to evaluate the applicant's qualifications or substantiation of the information supplied, shall result in disqualification of the applicant.
- ix. It shall not be assumed that there shall be no deviation or change in any of the herein mentioned information. While this document has been prepared in good faith, neither Director, AIIA nor any of their respective officers or employees or advisors or agents make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly expressly disclaimed by Director, AIIA or any of their respective officers, employees, advisors or agents, whether negligent or otherwise.

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Section – VI

LETTER OF TRANSMITTAL

FROM:

To:

Director, AIIA,

Gautampuri, Sarita Vihar, Mathura Road, New Delhi, 110076

SUBJECT: Submission of “Expression of Interest” to Development of Digital Training Infrastructure under web-based component to establish an Online Learning Management System "AyurVidya" Development for ALL INDIA INSTITUTE OF AYURVEDA at Gautampuri, Sarita Vihar, New Delhi

Sir,

Having examined the details given in EOI Notice and EOI document for the above work, I/We hereby submit the relevant information.

1. I/We hereby certify that all the statements made and information supplied in the enclosed forms 'A' to 'F' and accompanying statements are true and correct.
2. I/We have furnished all information and details necessary for EOI and have no further pertinent information to supply.
3. I/We also authorize Director, AIIA, Govt. of India or their authorized representatives to approach individuals, employers and firms to verify our competence and general reputation.
4. I/We submit the following certificates along with details in prescribed format in support of our suitability, technical know-how and capability for having successfully completed the following works:

Name of Project certificate From

Enclosures

Date of submission

Signautre(s) of applicant(s)
Seal of Applicant(s)

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Technical Bid
FORM – ‘A’
ORGANISATIONAL STRUCTURE

Name of the Firm/Company		
Full Address of the Company		
Year of Establishment		
Telephone Number		
Fax Number		
E-Mail Address		
Website		
Sector's in which the company/firm has provided services to Government Department in India		
No of full time personnel currently under employment	Technical	
	Non- technical	
No of Years of presence in India		
Annual Turnover		
	FY	Turnover(Rs.)
	2017-18	
	2018-19	
	2019-20	
Details of Authorized Representative	Name	
	Designation	
	Mobile	
	Office	
	Email	

Signature

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FORM – 'A-1'**Format of C.V for Team leader/ Experts/Bidders**

1. Name	
2. Designation	
3. Area of Expertise	
4. Total work experience	
5. Experience in relevant field	Name of the work/dwelling units/date of award

Date
Station

**Signature of the Authorized
person**

Seal

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FORM – B

DETAILS OF QUALIFYING PARAMETERS

Sr. No.	RFP particulars requirement	(Ref. Page No. in Proposal)	Details of Particulars provided
1.	Bid Security Document		
3.	Proposal validity 120 days from last date of Submission of Proposals		
4.	Qualifying Works <i>[As per Form – C]</i>		
5	Power of Attorney for authorized signatory		
6.	Financial turnover of years 2017-18, 2018-19, 2019-20. (Rs. crore).		

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FORM – C

Details of Development of Digital Training Infrastructure under web-hosed component to establish an Online Learning Management System Works completed in the Last Five Years

(More similar pages may be added in case qualifying works are more than one)

Name of assignment & location			Page No. of EOI for cross referencing and verification of information
Work Cost & Fee (Rs. In Crores)	Work Cost	Fee	
Commencement date	Scheduled	Actual	
Completion Date	Scheduled	Actual	
Reasons for delay, if any			
No. & Staff involved and functions performed	Staff involved (Discipline-wise)	Staff-Months	
Name of Associated firm(s), if any			

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	Any other		
No. & Staff of associated firms involved and functions performed	Staff involved (Discipline-wise)	Staff-Months	

Name of Senior Staff (Work Director, team leader) involved & functions performed		
Narrative description of work including size, features etc.	Use up to a quarter page	
Description of actual services provided	Use up to a quarter page	
Proof of having completed the work to the satisfaction of Client		
Name & address of Clients Officer to whom reference may be made		

- CV of Team leader and Team members with photo, educational qualification and experience should be attached.

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FINANCIAL CAPABILITIES**Form –D(Rs. In lacs)**

Financial Year	Financial turnover	Net Profit
2017-18		
2018-19		
2019-20		
Average Annual Turnover over the past three years		

Audited balance sheet/ IT return to be submitted in support of above turnover**Signature**

Note:

1. Applicants are required to page no. their EOI submission document and for cross referencing and verification of information mentioned in the above matrix, the page no. at which the details are enclosed in theirEOI
2. Use Separate sheet for eachwork
3. Only those works shall be considered for evaluation for which the letter of award and successful completion/occupancy certificate areenclosed.
4. The evaluation shall be based on the qualitative aspects of the applicants work, therefore, please indicate the salient features of the work undertaken including all such factors like time / Cost / quality aspects. You may also enclose photographs etc. to substantiate on the same.

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Bid Security Declaration by the Bidder**FORM – E**

I,We, M/S
hereby undertake and accept that if I/We withdraw or modify my/our Bids during the period of validity , or if I/we am/are awarded the contract and I/We fail to sign the contract, or to submit a performance security before the deadline defined in the request for bid document.

I/We shall have no objections if I/We am/are suspended for the two years from being eligible to submit bids for contracts with ALL India Institute of Ayurveda New Delhi .

Seal,

Name :

Address of the bidder/ Authorized person

Email Id:

Telephone No:

Date:

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FORM – F

Performa For Financial Bid

- 1- For Development of Digital Training Infrastructure under web-hosed component to establish an Online Learning Management System "AyurVidya" Development.

Sl No	Description	Cost (in Rupees) excluding applicable taxes.	Applicable Tax in Rs with tax percentage	Total Cost (in Rupees) including applicable taxes.
a.				

- 2- For support of operations and maintenance of Development of Digital Training Infrastructure under web-hosed component to establish an Online Learning Management System "AyurVidya" Development **with year wise** breakup up to three years after Go live of Applications.

Sl No	Description	Cost per month basis(in Rupees) excluding applicable taxes.	Applicable Tax with tax percentage	Total Cost (in Rupees) including applicable taxes.
a.				