



**Sardar Vallabhbhai Patel National Police Academy,  
Hyderabad**

## **Request for Proposal (RFP)**

**for**

**On boarding eLearning providers for eLearning  
Development and Authoring as a part of iGOT at  
SVPNPA, Hyderabad**

**RFP REF NO: 12117/(SC)HK-3/2020  
Date: 17/04/2020**

**Disclaimer**

While the document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by the SVPNPA or any of its officers, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed.

The RFP is not an offer by SVPNPA, but an invitation for bidders responses. No contractual obligation on behalf of SVPNPA whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officials of SVPNPA and the Bidder.

## Contents

1	<a href="#">OBJECTIVES &amp; SCOPE OF WORK</a>	7
1.1	<a href="#">Background</a>	7
1.2	<a href="#">Program Objectives</a>	7
1.3	<a href="#">Pre-Qualification Criteria/Eligibility Criteria</a>	7
1.4	<a href="#">Instructions to Bidders</a>	9
1.5	<a href="#">Project Specific Scope of Work</a>	9
1.6	<a href="#">Content Authoring on the IGOT Platform</a>	10
1.7	<a href="#">Scope of the content developer partner</a>	11
1.7.1	<a href="#">Types of Content/Resource</a>	11
1.7.2	<a href="#">Resource Meta Tagging</a>	12
1.7.3	<a href="#">Actions on Resource (the most granular learning unit in the platform)</a>	12
1.7.4	<a href="#">Learning module creation</a>	12
1.7.5	<a href="#">Course creation</a>	13
1.7.6	<a href="#">File Formats</a>	13
2	<a href="#">PRE-BID VIDEO CONFERENCE :</a>	14
3	<a href="#">BIDDING /SELECTIONPROCESS</a>	14
3.1	<a href="#">Technical Bid</a>	14
3.2	<a href="#">Financial Bid</a>	14
4	<a href="#">BIDEVALUATIONPROCESS</a>	15
4.1	<a href="#">Technical Evaluation</a>	15
4.2	<a href="#">Financial Evaluation</a>	16
4.2.1	<a href="#">Financial Evaluation Process</a>	16
4.3	<a href="#">Terms of Business</a>	17
4.3.1	<a href="#">Responsibilities</a>	17
4.3.2	<a href="#">Fees and Expenses</a>	17
4.3.3	<a href="#">Termination</a>	17
4.3.4	<a href="#">Intellectual Property Rights</a>	18
4.3.5	<a href="#">Confidentiality</a>	18
4.3.6	<a href="#">Data Protection</a>	18
4.3.7	<a href="#">Governing Law and Jurisdiction</a>	19
4.3.8	<a href="#">Penalty clause</a>	18
4.3.9	<a href="#">Force Majeure</a>	19
4.3.10	<a href="#">Quality Assurance and Reporting</a>	20
5	<a href="#">GENERALQUALIFICATION</a>	20
5.1	<a href="#">Legal Registration</a>	20

5.2	<a href="#">Relevant Experience</a>	20
5.3	<a href="#">Deliverables</a>	20
5.4	<a href="#">Deadline for submission of proposal</a>	20
5.5	<a href="#">Duration of the Project Date/Delivery &amp; onboarding online</a>	20
5.6	<a href="#">Payment Schedule</a>	21
5.7	<a href="#">Response</a>	21
5.8	<a href="#">Conflict of Interest</a>	21
5.9	<a href="#">RFP Issue Condition</a>	21
5.10	<a href="#">Information Provided</a>	21
5.11	<a href="#">Respondent Only</a>	21
5.12	<a href="#">Disclaimer</a>	22
5.13	<a href="#">Costs Borne</a>	22
5.14	<a href="#">RFP Response Validity Period</a>	22
5.15	<a href="#">Notification</a>	22
5.16	<a href="#">Language of Bids</a>	22
5.17	<a href="#">Cancellation of RFP Process</a>	22
5.18	<a href="#">Authorized Signatory</a>	23
6	<a href="#">FORMATS FOR SUBMISSION:</a>	24
	<a href="#">APPLICANT'S INTEREST TO PARTICIPATE IN RFP</a>	24
	<a href="#">Organizational Contact Details</a>	25
	<a href="#">List of eLearning experts/consultants on payroll</a>	27
	<a href="#">Financial Strength of the Organization</a>	28
	<a href="#">Additional Information</a>	29
	<a href="#">Declaration</a>	30
	<a href="#">FINANCIAL BIDS</a>	31

## CONTROL SHEET TABLE

<b>Tender Reference</b>	<b>File No. 12117/(SC)HK-3/2020</b>
<b>Cost of Tender Documents</b>	NIL
<b>Date of issue of RFP</b>	<b>17/ 04/ 2020</b>
<b>Earnest Money Deposit ( ) in the form of Bank Guarantee/Fixed Deposit</b>	INR 3 lakhs to be prepared in favour of Director, SVPNPA, payable at SBI Shivarampally, Hyderabad which shall be valid/fixed for a period of 180 days from the date of opening of tender
<b>Date of Commencement of Sale of Tender Document</b>	NA
<b>Pre Bid queries to be received only online at:-</b>	Till 02 <sup>nd</sup> May 2020 at <b>administrator@svpnpa.gov.in</b>
<b>Pre bid video conference</b>	<b>04/05/2020 at 03:00 PM</b> (please get the link for Video conference from <b>administrator@svpnpa.gov.in</b> )
<b>Last Date and Time for receipts of tender bids</b>	<b>09/05/2020 at 04:00 PM</b>
<b>Opening of Technical Bids</b>	<b>11/05/2020 at 10:00 AM</b>
<b>Opening of Commercial/Financial Bid</b>	Will be informed subsequently to eligible & technically qualified bidders. <b>18/05/2020 at 10:00 AM</b>
<b>Email address&amp; Postal Address</b>	<b><a href="mailto:administrator@svpnpa.gov.in">administrator@svpnpa.gov.in</a> (Ph:9862197927)</b> The Director, Sardar Vallabhbhai Patel National Police Academy, Shivarampally, Hyderabad – 500052 Telangana State.
<p><b><u>Note:</u></b> Bids will be opened in presence of the bidders' representatives through video call who choose to attend. In case the specified date of submission &amp; opening of Bids is declared a holiday in Hyderabad, the bids will be received till the specified time on next working day and will be opened at 4:30 p.m. SVPNPA is not responsible for non-receipt of responses to RFP within the specified date and time due to any reason or delays. Any bid received after specified date and time of the receipt of bids prescribed as mentioned above, will not be accepted by SVPNPA.</p> <p>Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the specified date &amp; time for submission of bids. No bidder shall be allowed to withdraw the bid.</p>	

## **Onboarding eLearning providers for eLearning development as a part of Integrated Government Online Training (IGOT) program at SVPNPA.**

As a part of Integrated Government Online Training (iGOT) which is envisioned and to be launched by Department of Personnel and Training (DoPT), online content is to be created. The delivery of online training modules has to be of highest standards. The presentation needs to be engaging, impactful and relevant which would be constantly refreshed to improve the overall skills and competency of civil service officers.

Request for proposal (RFP) is invited from reputed firms/ organizations/institutions through CPP portal to carry out design and development of e-learning topics for iGOT platform.

Interested firms/organizations/institutions can download the tender document from CPP Portal ([www.eprocure.gov.in](http://www.eprocure.gov.in)) and bid can only be submitted through the same website. Bid submitted other than CPP Portal will not be accepted. Important dates related to this tender are furnished below for information.

The Eligible bidders should have the valid digital signature certificate (DSC) issued from any agency authorised by Controller of Certifying Authority (CCA), Govt. of India.

The bids are invited online under two cover system (Technical bid (Cover 1) and price bid/ bill of quantity (BOQ) (Cover 2)) from eligible bidders.

Bidders can access and download the tender documents from CPP Portal and can fill them with all relevant information and submit the completed tender document online on the website: <http://www.eprocure.gov.in>. The downloading of tender documents shall be carried out strictly as provided on the website. No editing, addition, deletion of matter shall be permitted. If such action is observed at any stage, such tenders are liable for outright rejection.

Tender shall be submitted online only at CPPP website. Bidders are advised to refer the Bidders manual kit for e-submission of the bids online through the Central Public procurement portal available at the website: <http://www.eprocure.gov.in>. Aspiring Bidders/ Suppliers who have not enrolled/ registered in e-procurement should enroll/register before participating through the website <http://www.eprocure.gov.in>. The portal enrolment is free of cost.

## **1 OBJECTIVES & SCOPE OF WORK**

### **1.1 Background**

The overall aim is to identify and onboard e-learning firms to design and develop e-learning topics for SVPNPA. SVPNPA intends to design and develop various e-learning modules based on identified topics and which will be deployed on the Integrated Government Online Training (IGOT) platform.

iGOT is a learning platform aimed at promoting capacity development among civil services. It is an online, blended learning portal that will create a culture of continuous learning among civil service officials, while shifting the responsibility of learning to the learner. Superior content will drive the success and adoption of the platform. Hence the course content sourced internally, externally or in many cases developed specifically for the platform, will be critical for its success.

### **1.2 Program Objectives**

SVPNPA proposes to design e-Learning modules keeping in mind the following objectives

- a. To provide an opportunity to officers to upgrade their skills
- b. To promote e-learning on the iGOT platform for easy and accessible learning
- c. To create an environment of continuous learning for development and performance improvement
- d. To ensure continuous development through effective learning
- e. To develop the skills for current rank as well as prepare for higher ranks.

### **1.3 Pre-Qualification Criteria/Eligibility Criteria**

SVPNPA invites tenders comprising of eligibility, Technical bid and Financial bid from experienced prospective bidders having proven capabilities for developing e-Learning programs. The prospective bidders are required to adhere to the terms of this RFP document and any deviations to the same shall not to be acceptable to SVPNPA.

The bidder (also called the selected bidder or bidder through this document) appointed under the RFP document shall own the single point responsibility for fulfilling all obligations and providing all deliverables and services required for successful implementation of the project. Unless agreed to specifically by SVPNPA in writing for any changes in the document issued, the bidder responses should comply with the scope of work.

Unless expressly overridden by the specific agreement to be entered into between SVPNPA and the bidder, the RFP document shall be the governing document for arrangement between SVPNPA and the prospective bidder in terms of this RFP documents.

The following will be the minimum qualification criteria. Each eligible provider should possess all the following qualification criteria. Responses not meeting the minimum pre-qualification criteria will be rejected and will not be evaluated.

<b>S. No.</b>	<b>Pre-Qualification Criteria</b>	<b>Supporting Compliance document</b>
1	<b>Earnest Money Deposit (EMD)</b> by way of BG/FDR for an amount of INR Three Lakhs ( Rs 3,00,000) of any Nationalized/Scheduled Banks of India in favor of <b>Director, SVPNPA, payable at SBI Shivarampally, Hyderabad which should be valid/fixed for a period of 180 days from the date of opening of tender</b>	Scanned copy of BG/FDR of EMD
2	The applicant shall be a firm/ company/ partnership/ proprietorship firm/institution registered under the Indian Companies Act, 1956/ the partnership Act, 1932 and who have their registered offices in India	Copy of Certificate of incorporation and Partnership Deed, if any
3	The firm/institution should have filed IT return of the last 3 consecutive Financial Years (2016-17, 2017-18 & 2018-19)	Format-5 to be certified & validated by Chartered Accountant (CA) of the bidder's organization
4	The firm/institution should have an annual turnover of Rupees 1 Crore in each of the last 3 consecutive Financial Years (FY 2016-17, 2017-18 & 2018-19) from only eLearning development services.	CA certified document with name of CA registration number, signature and stamp
5	PAN / Service Tax Registration Certificate/ GST No.	Copy of Certificate to be enclosed.
6	List of minimum five Learning personnel and Instructional Designers cum writers with experience in eLearning design, authoring and development who will be associated with this project	Details as per Format 4
7	At-least 3 e-learning content creation projects completed in last 3 years	Details as per Format 3
8	Proof of having developed eLearning.	Credentials validating projects completed for clients either by way of completion certificate or official client sign-off
9	The firm/institution should not be blacklisted by any Central Govt. / State Govt. / PSU/Govt. Bodies	Certificate signed by the Authorized signatory of the Bidding Entity.

## 1.4 Instructions to Bidders

The RFP is to be submitted in the manner prescribed below. All information as detailed below is to be submitted through CPP Portal except Original copy of EMD which shall be physically forwarded to the Academy on or before stipulated date and time.

### **Tender documents to be uploaded on CPP Portal -**

1. Applicant's response to Request for Proposal as per Format-1.
2. Organizational Contact Details as per Format-2.
3. Experience of the organization as per Format-3.
4. C.V. of Learning personnel and Instructional Designers cum writers with experience in eLearning design, authoring and development as per Format-4.
5. Financial strength and continuity of the company as per Format-5.
6. Additional information as per Format-6.
7. Declaration as per Format-7.

The bidders are expected to go through all instructions, forms, terms and other details in the RFP document carefully. Failure to furnish complete information as mentioned in the RFP document or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

EMD is refundable for unsuccessful bidders and could be collected 15 days after declaration of final result.

## 1.5 Project Specific Scope of Work

All products developed under this contract must be developed to be on boarded to IGOT platform of DOPT/SVPNPA. The content must be delivered to meet specific technical requirements to ensure compatibility with IGOT platform. Important system specifications are as follows:

1. Instructional design of modules based on content provided by SVPNPA as an iterative process.
2. Ability to develop e-content ranging from level 1 to level 3 based on the nature of content and as agreed with SVPNPA prior to designing the modules.
3. Develop engaging micro-learning nuggets, including story-based learning comprising of illustrations, animations, videos, simulations and scenario-based exercises and assessments.
4. Follow and customize designs based on SVPNPA's requirements/guidelines.
5. Developing end to end customized digital content, including but not limited to e-Learning courses, video-based content, and assessments.
6. Finalized content to be delivered online in English and Hindi and to ensure that the content is easily translated into other languages in future and amenable to requirements for use by differently abled persons as per Government of India norms.
7. Design built-in digital assessment strategy and evaluation criteria for each module to track and measure user performance for the entire module
8. The assessment criteria shall be based on a combination of metrics, such as learning completion and learner score

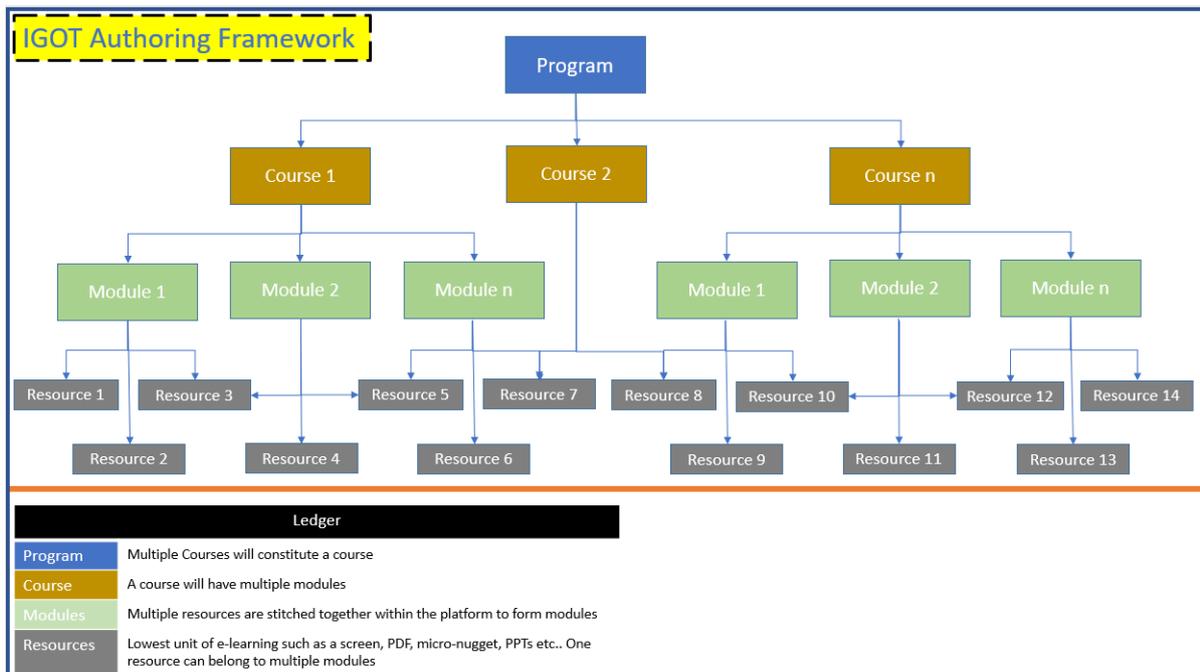
9. To ensure content works without bugs on multiple devices like laptops, tablets and smartphones for a period of one year.
10. Provide a clear project plan with modular milestones and deliverables in discussion with SVPNPA.
11. Regular updates to the project team at SVPNPA on progress of assignment.
12. Deployment of technical team at SVPNPA with boarding and lodging provided by SVPNPA.
13. **Illustrative content of modules to be developed online along with hours is being shared as per details below**

Subject	Law	Language
Hours	14	36
Level 1	50%	50 %
Level 2	50%	50%

### 1.6 Content Authoring on the IGOT Platform

The highest unit in the IGOT Platform comprises of 4 four basic steps

- a. A file and its meta will constitute a Resource
- b. Multiple Resources combined make a Learning Module
- c. Multiple Learning Modules put together make a Course
- d. Multiple Courses put together will make a Learning Program.



## 1.7 Scope of the content developer partner

- a. Log course content will be provided by respective faculty coordinator at SVPNPA and their team. The bidder need to develop language e-Learning content on turn key basis as per details mentioned below-

Language module should train the non native candidate in conversing, reading and writing in following four languages viz Marathi, Gujarati, Odia and Bengali. Level of language should be of 10<sup>th</sup> Standard.

- b. The e-learning partner will be required to structure and script the content using the Program-Course-Module-Resource structure.
- c. The Project will require content designers and developers including writers to create content on the authoring tool provided by the IGOT platform.
- d. Content will be developed using the traditional ADDIE model. Design and scripting/storyboard will be done either directly within the platform or offline in MS word or MSPPT
- e. Once content is reviewed and finalized the production team will develop the content into the respective media – Animated Video (photographic, illustrated, demos), PDFs, PPTs, HTML5 files.
- f. Resources will be the most granular unit of the program. A resource shall not be more than 3 to 5 minutes of learning time.
- g. Resources can be MP4 videos, PDFs, PPTs, In-platform assessments
- h. SCORM 1.2 files are not currently supported hence authoring using external tools will not be in scope for the first Phase of the project
- i. Resources can be published and linked together to form a course
- j. Since resources can be shared interchangeably between modules/courses they must comply with shareable content object (SCO) rules.
- k. There is provision to include audio within the IGOT platform in text-based screens. Audio within videos will need to be integrated and synched within the video
- l. No SCORM testing or LMS upload is envisaged as part of the scope. However, linking of the resources to form a module or course will be the content developer's responsibility

### 1.7.1 Types of Content/Resource

The content developer will be required to:

- Embed videos eg.Youtube/vimeo
- Embed Web URL
- Upload pdf
- Integrate audio mp3 files
- Upload mp4 video file
- Create a free flow web module content
- Create Quiz

- Create Drag and Drop Questions
- Create Hands On
- Create class diagram content
- Create Assessments

### **1.7.2 Resource Meta Tagging**

The creator will need to

- Provide a Title to the resource
- A Description to the resource
- Enter the Learning Objective
- Select the Complexity level
- Enter the Duration of the resource
- Select the appropriate meta Tag(s) to enable effective search
- Enter the Competencies that could be acquired learning the resource
- The Keyword(s)
- Select the Reviewer to send the resource for review

### **1.7.3 Actions on Resource (the most granular learning unit in the platform)**

- Create resources
- Send the resource to the reviewer, for review
- Publish the approved resource
- Mark the resource mandatory for Learners

### **1.7.4 Learning module creation**

- Create a Learning module
- Add multiple resources to a Learning Module
- Send the Learning Module to the reviewer, for review
- Publish the approved Learning Module
- Mark the Learning Module mandatory for Learners

### **1.7.5 Course creation**

- Create a Course
- Add multiple Learning Modules to a Course
- Add multiple Resources to a Course
- Add multiple Assessment to a Course
- Send the Course to the reviewer, for review
- Publish the approved courses
- Mark the course mandatory for Learners

### **1.7.6 File Formats**

The IGOT Authoring tool supports following files formats:

- Videos in MP4formats.
- PDF files
- YouTube and external Web URLs
- Quiz &Assessments

#### **Videos**

- Minimum video resolution has to be 1248 X 702(16:9)
- Videos should be encoded inMP4
- Total bit rate of the video should be < 500kbps
- The maximum size of a file can be 200mb

#### **PDF**

You can create your content in Word and PowerPoint and then export the file to PDF and upload.

#### **Assessments/Knowledge Check Quizzes**

- Each course can have a pre-test
- Each learning module should have an assignment or a quiz
- Each course should end with an assessment

## 2 PRE-BID VIDEO CONFERENCE:

For the purpose of clarifications of doubts of the bidders on issues related to the RFP, SVPNPA intends to hold a pre-bid video conference on the date & time as indicated in the RFP (Control Sheet Table). The queries for the Pre-Bid meeting should be sent by email (as per format given in Format 9) on or before the date mentioned above on e-mail at [administrator@svpnpa.gov.in](mailto:administrator@svpnpa.gov.in) It may be noted that no query from any bidder shall be entertained or received after the mentioned date. No individual correspondence will be accepted in this regard. Only authorized representatives of bidder will be allowed to attend the pre-bid meeting. Any deficiencies should also be raised in the pre-bid queries.

## 3 BIDDING / SELECTIONPROCESS

The bidding will be of two stage process and each bidder will have to submit two bid documents as indicated below:

### 3.1 Technical Bid

Throughout the response to the technical bid the bidder is required to display in house e-learning and content development expertise as per below:

- a) The firm's team must be comprised of qualified experts, with a demonstrated track record in developing quality online learning.
- b) Overall experience of firm should be more than 3+years.
- c) The firm must have strong project management ability and excellent communications skills.
- d) References and examples of past work are required to be showcased.
- e) The firm should possess annual revenues in excess of INR 1 Cr in each of the last 3years
- f) The firm must have experience in delivering e-learning projects in diverse markets.
- g) The service provider should have specialization and experience of minimum 3 years in the area of eLearning development and related services, preferably in the development sector.
- h) The service provider should deploy a team of highly qualified, service oriented, competent and experienced e-learning Instructional Designers, possessing minimum 3-5 years of experience in this area with excellent English writing skills
- i) The Service provider must be legally registered in India.
- j) No consortiums are allowed to participate.

### 3.2 Financial Bid

The financial bid should be submitted in the Format-8. Incomplete response to the RFP shall not be accepted.

## 4 BID EVALUATION PROCESS

### 4.1 Technical Evaluation

Technical bids will be opened at the schedule date, time and place before the authorized committee of SVPNPA and bidders would join through video conferencing.

The evaluation process is transparent and marking will be given for each parameter. A Power Point Presentation highlighting key messaging of the solution areas will be required as mentioned in the table given below.

Note that the presentation must not exceed more than 10 slides and must be emailed to [administrator@svpnpa.gov.in](mailto:administrator@svpnpa.gov.in)

Qualification criteria for short-listing of “Bidders” on the basis of RFP

Sl. No.	Parameters	(Marks)	Break-up of score
1	Past experience of delivering projects of a similar nature	30	<p>The firm/bidder will be evaluated based on the value of similar work carried out in last 3 years (2017-18 to 2019-20). Scoring will be based on below criteria:</p> <p>Cumulative value of projects in similar work area (in private and Government organization) in last 3 years is:</p> <p>Less than 50 Lakhs: 0 Marks 50 Lakhs – 1 Crore: 10 Marks More than 1 Crore: 20 Marks</p> <p>No. of government project executed related to the scope of work mentioned in last 3 years is:</p> <p>0-1 Government project: 0Marks 2-3 government projects: 5Marks More than 3 government projects: 10 Marks</p>
2	Total Turnover of the Firm /Institution for the past three years	15	<p>1 -5 Crore-----05 Above 5 and upto 10 Crore-----10 Above 10 Crore-----15</p>
3	Experience of the key staff of firm /institution/ organization	20	<p>Number of personnel with expertise in eLearning design, authoring and development</p> <ol style="list-style-type: none"> <li>1. Learning Consultants</li> <li>2. Instructional Design or Instructional writing</li> <li>3. Graphic Design</li> <li>4. Project Management</li> <li>5. Animators</li> </ol> <p>Less than 15: 0 Marks 15 – 25: 10 Marks More than 25: 20 Marks</p>
4	Presentation by the team leader i. Understanding of Solution	35	SVPNPA will evaluate the presentation done by all the bidders along the criteria mentioned

	ii. Process expertise and knowledge of executing platform authored e-learning solutions		
--	---	--	--

Each RFP will be given a technical score at this stage.

## **4.2 Financial Evaluation**

After presentation is over, the opening of Financial Bid would be webcast live depending on the prevailing COVID conditions. Financial Bid will be opened in presence of bidders who have qualified technically at an appropriate date and time. The information regarding the opening of financial bid shall be communicated to them.

### **4.2.1 Financial Bid Evaluation Process**

**Quality and Cost Based Selection (QCBS)** method will be followed during the overall selection process. Based on the evaluation of technical proposal, the technically qualified bidders shall be ranked highest to lowest Technical Score (ST) in accordance to the marks obtained during the technical evaluation stage.

**There shall be 70% weightage to technical score and 30% weightage to financial score. For the purpose of calculation unit costs will be assumed for calculation. 50% weightage will be given to level 1 and 50% weightage to level 2 content. (The bidder must indicate the price of content to be developed for level I to level 2 as per format provided).**

The individual bidder's financial score (SF) will be evaluated as per the formula given below:

- **SF = [Fmin / Fb] \* 100** (rounded off to 2 decimal places)where,
- **SF** = Normalized financial score of the bidder under consideration. For the purpose of bid evaluation it is assumed that the content to be developed is equally divided under level 1 and level 2
- **F<sub>min</sub>**= Minimum financial quote among the technically qualified bidders
- **Fb** = Financial quote of the bidder under consideration
- **Combined Score (S) = ST \* 0.7 + SF \*0.3**
- Where ST = Technical score secured by the bidder.
- Where SF = Financial score secured by the bidder

The bidder securing the highest evaluated **Combined Score (S)** will be awarded the contract observing due procedure.

Sample calculation example is given along with the Financial Bid Format

For the purpose of evaluation, the total evaluated cost shall be inclusive of all taxes and duties for which the SVPNPA will make payment to the consultant including overhead expenses, such as travel, accommodation, logistics, training/ workshop, preparation of reports/ formats, printing and other secretarial expenses etc.

### **4.3 Terms of Business**

SVPNPA will award the contract to the successful bidder for implementation. The award of the contract will be done to the highest scorer of the evaluation done as mentioned above. The successful bidder (Contractor) has to sign a contract for implementation of the project and has to commence the project within 15 working days from the date of issue of the order. In case of successful bidder being a joint venture, the first party shall be held responsible for all obligations.

#### **4.3.1 Responsibilities**

SVPNPA will engage contractor with effect from their acceptance of contract to provide with the services described in the contract, together with such other services as may be reasonably requested from contractor from time to time. Contractor agrees to perform the services in a timely manner, and to exercise all reasonable skill and care in their performance of them.

Contractor shall provide SVPNPA promptly with any information, data or documents that may reasonably be required in order to comply with obligations under the contract. Contractor shall undergo / undertake specific trainings in the format and to the extent as may be stipulated by SVPNPA, including web-based modular trainings. Such training should be started before or immediately after commencement of the services and should be finished within 2 weeks thereafter or as prescribed under any specific training format, whichever is later.

#### **4.3.2 Fees and Expenses**

SVPNPA will pay the Contractor in respect of their professional fees and expenses as per the scope of work agreed with the contractor in the applicable contract. Unless otherwise agreed between us, contractor will invoice based on the billing milestones defined in the Payment Schedule. Each invoice the contractor submits will include a description of the work the contractor would have performed during the period to which it relates.

#### **4.3.3 Termination**

SVPNPA may terminate the contract immediately upon written notice to Contractor if:

- 1) Contractor is unable to perform the services or have materially or repeatedly breached any of the terms of the agreement
- 2) Contractor performs the services in a manner which is unsatisfactory to SVPNPA. Contractor become bankrupt (or, in the case of a partnership, any of their partners becomes bankrupt), are adjudicated insolvent, have a liquidator or an administrative or other receiver appointed to manage their affairs or have an order made against contractor that contractor be wound up or or cease to carry on all or substantially all of their business.
- 3) SVPNPA reasonably determine that such termination is required in accordance with applicable law, regulations or professional obligations (including as a result of circumstances that threaten our professional independence or create a potential conflict of interest); for the Contract to be terminated.
- 4) Such termination shall be without prejudice to any rights we might have which accrued prior to termination. In the event of such termination of a contract under this clause 3, Contractor shall immediately provide us with all the Works (defined below) Contractor or their Personnel (defined below) have prepared until the date of such termination. In the event we terminate a

Subcontract, or this Framework Subcontract, under clauses 3.1 (a), (b), (c) or (e), Contractor shall compensate us for all reasonable costs incurred by us as a result of such termination.

#### **4.3.4 Intellectual Property Rights**

SVPNPA will own all rights, title and interest in and to all data, reports, frameworks, specifications, designs, models, analyses, inventions, programs and other property or materials (collectively, the "Works") that contractor or, if an entity, employees, officers, managers, directors or agents (collectively, "Personnel") develop in connection with the provision of the services including all copyright interests and intellectual property rights in the design and development of the e-learning materials. Contractor shall perform all such acts as may be reasonably necessary for the purpose of perfecting the assignment to us of all copyright and other intellectual property rights in the Works. Contractor hereby waives all moral rights in all jurisdictions.

Contractor acknowledges that during the performance of their services, they may gain access to certain methodologies, frameworks, know-how, products, processes, ideas, interpretations, models, documentation, manuals, software, discs, reports, research, working notes, papers, data, specifications, designs, analyses, inventions and/or similar items ("Materials") which are proprietary to SVPNPA or other third parties. Contractor agrees that this contract shall not operate to transfer any intellectual property rights or copyright interests in such Materials to them, and SVPNPA (or their Client and other third parties, as the case may be) shall continue to retain all intellectual property rights and copyright interests in such Materials.

Contractor shall not copy, reproduce, translate, adapt, vary, modify, disassemble, decompile or reverse engineer or otherwise deal with or cause to reduce the value of the Materials except as expressly authorized by us in writing.

#### **4.3.5 Confidentiality**

In the course of providing the Services Contractor will be privy to information of a confidential nature relating to SVPNPA and Contractor may learn confidential information SVPNPAs business, systems of work and other confidential information. Contractor agrees that they will use such Confidential Information only in compliance with their obligations under the concerned contract, that contractor will not disclose such information to any third party except to the extent required by law and that contractor will, in relation to confidential information which comes into their possession during the performance of the subcontract, comply with the confidentiality obligations placed upon us by the contract as if contractor were a party to the contract in SVPNPA place. These restrictions do not apply to information which has entered the public domain or which has been disclosed to contractor by a third party who is not subject to any restriction on disclosure.

#### **4.3.6 Data Protection**

To the extent contractor collect, use, store or otherwise process (collectively, "Process") Confidential Information that can be linked to specific individuals ("Personal Data") in connection with the performance of their Services under a contract, contractor shall process such personal data in accordance with applicable law, rules and regulations including (without limitation) the Information Technology Act, 2000 (the "Act"), and the Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011 (the "Rules").

Without prejudice to the generality of the preceding clause, contractor represents that contractor shall implement and maintain reasonable security practices and procedures (including, without limitation, managerial, technical, operational and physical security control measures) designed to protect such Personal Data against unauthorized access, damage, use, modification, disclosure or impairment, as required by the Rules (“Data Protection Procedures”). Contractor shall not further disclose or transfer Personal Data to any other person or entity, except as required by applicable law or court order.

Contractor shall not retain Personal Data for longer than is reasonably required for the performance of their Services.

#### **4.3.7 Governing Law and Jurisdiction**

This RFP shall be governed by and construed in accordance with the laws of India. Any dispute arising out of the subsequent contract, any contract hereunder services shall be subject to the exclusive jurisdiction of the Court at Hyderabad

#### **4.3.8 Penalty clause**

In the event that the successful bidder does not complete the defined task by 10th August 2020, the following deductions from payment due will be made –

10 % deduction from payment due will be made for delay of 10 days each. It is subject to maximum delay of 30 days. Beyond 30 days, the deduction will be 50 % of the payment due.

Any dispute arising regarding delay will be referred to Director, SVPNPA, Hyderabad and his decision in this regard will be final.

#### **4.3.9 Force Majeure**

The failure of a party to fulfill any of its performance obligations as mentioned in the RFP shall not be considered to be a breach of, or default under this RFP in so far as such failure arises from a force majeure event and provided that the party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures with the objective of carrying out the services in accordance with the terms and conditions of this RFP.

- a. A party affected by a force majeure event shall take all reasonable measures to remove such party’s inability to fulfill its obligations hereunder with a minimum of delay.
- b. A party affected by a force majeure event shall notify the other party of such event immediately on its occurrence and in any event not later than 48 hours following the occurrence of such event. The party affected by a force majeure event shall also provide
  1. Evidence of the nature and cause of such event, 2. Its expected duration and 3. The impact it will have on the performance of the contract. The party affected by a force majeure event shall give notice to the other party of the restoration of normal conditions as soon as possible.
- c. The parties shall take all reasonable measures to minimize the consequence of any force majeure event.
- d. Any period within which a party is required by the contract to complete any action or task shall be extended for a period equal to the time during which such party was unable to perform such action as a result of the force majeure event provided that such party has provided notice to the other party as required above.

- e. It is clarified that merely because performing a part or the whole of its task has become onerous for the successful bidder on account of an unforeseen turn of events, the benefit of force majeure shall not accrue to the successful bidder. It is expected that such bidder has taken adequate precaution and made alternative plans to complete the work.

#### **4.3.10 Quality Assurance and Reporting**

- a. The successful bidder is responsible for all aspects of quality assurance and quality control for the services provided under this RFP.
- b. The successful bidder agrees to meet the competent authorities at the SVPNPA as and when called for to review performance and ensure that it is consistent with the demands laid out by the RFP and to prepare a report of any remedial action that is required.
- c. Committee made by the Director SVPNPA shall be the final deciding authority on the quality of the content to be accepted.

### **5 GENERALQUALIFICATION**

#### **5.1 Legal Registration**

Certificate of Registration of the company or organization as per the law of the Land.

#### **5.2 Relevant Experience**

Major Clients: To be provided in the prescribed table showing detail of experience ongoing or completed contracts for the same or services of similar magnitude executed in the last 36 months. For each contract, provide details of: client name, contract dates, contract values, contract focal point name and email, work location.

**[Note: The SVPNPA reserves the right to conduct reference checks with one or more of the listed clients of the vendor]**

This RFP does not entail any commitment on the part of SVPNPA either financial or otherwise. SVPNPA reserves the right to accept or reject any or all RFP without incurring any obligation to inform the affected applicant/s of the grounds. The Service Provider/bidder/Contractor will be selected according to the procedures set forth in thisRFP.

#### **5.3 Deliverables**

All deliverables and source files will be shared with SVPNPA after the modules have been signed-off

#### **5.4 Deadline for submission of proposal**

Proposal, in its complete form in all respects as specified in the RFP, must be submitted through CPP Portal and the correspondence shall be address to the Administrative Officer (Admin) in SVPNPA inviting the RFP. In exceptional circumstances and at its discretion, the issuing authority may extend the deadline for submission of proposals by issuing an amendment to be made available on the given website, in which case, obligations of SVPNPA and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

#### **5.5 Duration of the Project Date/Delivery & onboarding online**

**The resources/Modules should be delivered by 10<sup>th</sup> August 2020.**

## **5.6 Payment Schedule**

Payments terms and conditions

There will be Sub stages of the payment given below. No Advance payment will be made

- a. 30% Payment will be made on storyboard sign-off from SVPNPA.
- b. 40% Payment will be made on the sign-off of the Alpha version of the modules
- c. 30% payment on the submission of Gold version.
- d. All above payments shall be released only on the acceptance and approval of the committee constituted for this purpose by Director SVPNPA.

## **5.7 Response**

Bidders must ensure that their Bid response is submitted as per the formats attached with this document. Special comments on the objectives and scope of the service projected in the enquiry may also be submitted along with the offer.

## **5.8 Conflict of Interest**

Where there is any indication that a conflict of interest exists or may arise, it shall be the responsibility of the Bidder to inform detailing the conflict in writing as an attachment to this Bid which shall be duly signed.

SVPNPA will be the final arbiter in cases of potential conflicts of interest. Failure to notify any potential conflict of interest will invalidate any verbal or written agreement.

### **Definition of Conflict of Interest**

A Conflict of Interest is where a person who is involved in the procurement has or may be perceived to have a personal interest in ensuring that a particular Bidder is successful. Actual and potential conflicts of interest must be declared by a person involved in a Bid process.

## **5.9 RFP Issue Condition**

The RFP is not an offer and is issued with no commitment. SVPNPA reserves the right to withdraw RFP and or change any part thereof at any stage. SVPNPA further reserves the right to disqualify any bidder, should it be so necessary at any stage.

## **5.10 Information Provided**

The RFP document contains statements derived from information that is believed to be reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with SVPNPA in relation to the provision of services. Neither SVPNPA nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this RFP document.

## **5.11 Respondent Only**

The RFP document is intended solely for the information to the party to whom it is issued ("the Recipient" or "the Respondent") and no other person or organization

## **5.12 Disclaimer**

Subject to any law to the contrary, and to the maximum extent permitted by law, SVPNPA and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of SVPNPA or any of its officers, employees, contractors, agents, or advisers.

## **5.13 Costs Borne**

All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the department will be borne entirely and exclusively by the Recipient /Respondent

## **5.14 RFP Response Validity Period**

Bids shall remain valid for 180 (One Hundred eighty) days from the date of opening of tender as prescribed by SVPNPA. SVPNPA holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, SVPNPA may solicit the Bidder's consent to an extension of the validity period.

## **5.15 Notification**

SVPNPA will notify the Respondents in writing as soon as possible about the outcome of RFP evaluation process, including whether the Respondents' RFP response has been accepted or rejected. SVPNPA is not obliged to provide any reasons for any such acceptance or rejection.

## **5.16 Language of Bids**

The bid, correspondence and supporting documents should be submitted in English.

## **5.17 Cancellation of RFP Process**

SVPNPA reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof. Any decision of SVPNPA in this regard shall be final, conclusive and binding upon the bidders. SVPNPA reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time during the tender process or prior to contract award, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder of the grounds for SVPNPA action. During the evaluation, process at any stage if it is found that the bidder does not meet the eligibility criteria or has submitted false /incorrect information the bid will be rejected summarily by SVPNPA.

### **5.18 Authorized Signatory**

The selected bidder shall indicate the authorized signatories who can discuss, sign, negotiate, correspond and any other required formalities with SVPNPA, with regard to the obligations. The selected bidder shall submit, a certified copy of the resolution of their department, authenticated by Company Secretary, authorizing an official or officials of the company to discuss, sign with the Bank, raise invoice and accept payments and also to correspond. The bidder shall furnish proof of signature identification for above purposes as required by SVPNPA

## 6 FORMATS FOR SUBMISSION:

### FORMAT – 1

#### APPLICANT'S INTEREST TO PARTICIPATE IN RFP

To,

**Administrative Officer (Admin),  
SVPNPA,  
Hyderabad - 500052**

**Sub: Submission of Expression of Interest to design, author and develop e-learning modules for SVPNPA**

**Sir,**

In response to the Invitation for submission of Request for Proposal (RFP) published on xx.xx.xxxx for the above purpose, we would like to express interest to carry out the above proposed task.

As instructed, we uploaded the following documents in soft copy format:

- a. Organizational Details (Format-2)
- b. Experience in related fields(Format-3)
- c. List of experts / consultants on payroll(Format-4)
- d. Financial strength of the organization(Format-5)
- e. Additional information(Format-6)
- f. Declaration(Format-7)

Sincerely Yours,  
Signature of the applicant  
(authorized signatory)

[Full name of applicant]  
Stamp.....

Date: Encl.: As above.

Note: This is to be furnished on the letter head of the organization.

**FORMAT – 2**

<b>Sl. No.</b>	<b>Organizational Contact Details</b>	
1	Name of Organization	
2	Main areas of business	
3	Type of Organization Firm/ Company/ partnership firm registered under the Indian Companies Act, 1956/ the partnership Act, 1932	
4	Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies. If yes, details thereof.	
5	Address of registered office with telephone no. & fax	
6	Address of offices in Other State/UT's	
7	Contact Person with telephone no. & e-mail ID	

Enclose:

1. Copy of Certificate of Incorporation
2. Copy of Article of Association in respect of 3 above.
3. Undertaking in respect of 4 above.

Signature of the applicant  
(authorized signatory)  
Full name of the  
applicant (authorized  
signatory)  
Stamp &Date

**FORMAT – 3**

**Experience in Related Fields**

Overview of the past experience of the Organization in all aspects

Sl. No.	Items	Number of Assignments during the last three years	Order value of each assignment in Lakhs of Rs ( Enclose copy of each order)	Content Type developed in percentage of total content Level 1 (%) Level 2 (%) Level 3 (%)	Mention the name of Client/Organization (Enclosed completion certificates)
1	Experience of assignments of similar nature and magnitude				
1.1	Experience in carrying out similar assignments in Government organizations				
1.2	Experience in carrying out Similar assignments in Private/Public sector.				

Decision of Evaluating Committee in ascertaining “similar nature” and “similar assignment” and/ or magnitude will be final.

Signature of the applicant  
(authorized signatory)  
Full name of applicant  
(authorized signatory)  
Stamp & Date

**FORMAT – 4**

**List of eLearning experts/consultants on payroll**

<b>S. No</b>	<b>Name</b>	<b>Designation</b>	<b>Qualification</b>	<b>Relevant Experience</b>
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

**( Add more rows if necessary)**

Signature of the applicant  
(authorized signatory)  
Full name of applicant  
(authorized signatory)  
Stamp & Date

**FORMAT – 5**

**Financial Strength of the Organization**

S. No	Financial Year	Whether profitable Yes/No	Annual net profit (in Lakh Rs.)	Overall annual turnover (in Lakh Rs.)	Annual turnover from Consultancy services rendered (in Lakh Rs.)
<b>1</b>	2016-17				
<b>2</b>	2017-18				
<b>3</b>	2018-19				

Note: Please enclose Chartered Accountant's certificate in support of your claim.

Signature of the  
applicant(authorized signatory)  
Full name of  
applicant(authorized signatory)  
Stamp & Date

**FORMAT – 6**

**Additional Information**

1. List all enclosures related to the previous sections.

S.NO	Description	No. of pages

2. Additional information if any to support the Firm's credibility (Not more than 2pages).

Signature of the applicant  
Full name of applicant  
Stamp & Date

**FORMAT –7**

**Declaration**

I/We hereby confirm that we are interested in competing for the \_\_\_\_\_ and undertake the related tasks.

All the information provided herewith is genuine and accurate. For any false declaration I/We hereby undertake to bear sole responsibility and shall face any Administrative/ Financial & Legal actions or all actions.

Authorized Person's Signature.

Name and Designation:

Date of Signature:

Note: The declaration is to be furnished on the letter head of the organization.

**FORMAT-8****FINANCIAL BIDS**

<b>Item of work (Unit cost of developing a Resource)</b>	<b>Financial Bid in Rs. Inclusive of all admissible taxes including (GST) if any. All figures would be added to arrive at a total.</b>
<b>eLearning at a Level 2</b>	
A. Design and Develop an animated video of 3-5 minutes seat time	
B. Design and develop a PDFs/PPTs/Voice over/Head talking video of 3-5 minutes seat time	
C. Assessment of 10 questions (MCQ/MCMR/Drag and Drop)seat time	
Total price (A+B+C above)(It shall be taken as the price of Level 2 for financial bid evaluation)	

<b>Item of work (Unit cost of developing a Resource)</b>	<b>Financial Bid in Rs. Inclusive of all admissible taxes including (GST) if any. All figures would be added to arrive at a total.</b>
<b>eLearning at Level 1</b>	
A. Design and Develop an animated video of 3-5 minutes seat time	
B. Design and develop a PDFs/PPTs/Voice over/Head talking video of 3-5 minutes seat time	
C. Assessment of 10 questions (MCQ/MCMR/Drag and Drop) seat time	
Total price (A+B+C above) (It shall be taken as the price of Level 1 for financial bid evaluation)	

**A prototype of Level 2 and Level 1 are to be provided for price quoted above. Throughout the project, every “Resource” will be compared with these prototypes as a benchmark for the quality. These prototypes should be shared in the form of a link of google drive/ drop box which is password protected. The drive links to the file and corresponding password are to be provided in bid document.**

Place :-

Date:-

Signature of the Authorized  
Signature with Seal.

Note :- The Financial proposal shall take into account all expenses and tax liabilities. For the avoidance of doubt. It is clarified that all taxes shall be deemed to be included in the GST costs shown under different items of the Financial Proposal. Further, all payments shall be subjected to deduction of taxes at source as per Applicable Laws. (iii) Costs (including break down of costs) shall be expressed in INR.

**Sample Calculation Example**

Bidder		A	B	C
Level 2	Video	25000	35000	45000
	PPT	20000	30000	20000
	MCQ	15000	20000	10000
	Total	60000	85000	75000
Level 1	Video	15000	20000	25000
	PPT	10000	15000	10000
	MCQ	3000	5000	5000
	Total	28000	40000	40000
Average	(Le 1 + Le 2)/2	44,000	62,500	57500

F min	44000	
FA	$44000/44000*100$	100
FB	$(44000/62500)*100$	70.4
FC	$(44000/57500)*100$	76.52

FA, FB, FC - Normalized financial score of each bidder

F min - Minimum financial quote among technically qualified bidders

SF = [ F min/ Fb]\* 100

Fb - Financial quote of the bidder under consideration

**Format 9**

**Pre-Bid Queries to be submitted by the Bidder**

**To be e-mailed in .doc format**

Name of the Bidder:

Name of the Contact Person of the Bidder:

Contact Number of the Contact Person:

Email id of the Contact Person:

Serial No	RFP Page No.	RFP Clause No.	Question

## **Annexure I: eLearning Levels**

### **Level 1 (Basic: Awareness)**

- Click next style of e-learning.
- Low percentage of interactivity Approx. 1 every 3screens
- Static text and image with simple page and transition animations
- Photographic style is used to convey key messaging with minimal icons or illustrations
- Quizzes are template based or simple multiple-choice questions
- Quick to develop and inexpensive.

### **Level 2 (Intermediate: Exploration)**

- Offers a rich learning experience for the learner without too much development expense
- Rich multimedia graphics with a customized look and feel.
- Use of custom frameworks or authoring tools to develop courses
- Contains videos/animations using 2D graphics and illustrations
- Basic animations and transitions.
- Use of 70%-80% animations and interactivities in a one-hour solution
- Accompanied by narration and more interactivities such as “Click and Reveal”, “Drag and drop” MCQ/MCMR and matching activities.

### **Level 3 (Complex: Application based)**

- Customize GUI and more complex interactive learning experience.
- Liberal use of illustrations and animations
- Almost every screen is created in a visually engaging and interactive manner.
- Extensive use of audio, video, transitions, animations, simulations, and game-lets.
- Branched, Story based or Scenario-based solutions that allow a learner to explore multiple paths and feedback levels.
- Simulation and gamification elements

Glossary

- a) ADDIE model -Analysis, Design, Development, Implementation and Evaluation
  
- b) The alpha version is the first model of the course the client will get to see and it will include all the material the SME handed in, placed in the order the Instructional Designer suggested.

It is highly recommended that all multimedia resources and any interactivity are inserted in the design at this stage. In other words, make it as complete as possible.

The alpha version will then be reviewed by the client, who will provide their feedback.

- c) Beta Version -It is very important that the customer's feedback is fully comprehended. Beta stage is nothing else other than the implementation of the amendments and changes they requested. This could mean anything, from a few minor adjustments to bringing back the Instructional Designer to review their strategy. Whichever the case and no matter what it takes, the beta version needs to be of much higher quality. It is the last model the client will see before the sign off. Any changes and amendments they may propose have to be as minor as possible. This is something that has to be very clear to all parties.
  
- d) Gold version - This is the final stage. The eLearning Developer acts on the feedback from the last review and tests the course on an LMS. As soon as the course is fully functional, it is ready to be uploaded on the portal.