



Request for Proposal

Developing Learning Management System For Indian Plumbing Skills Council

**Proprietary & Confidential Issued by:
Indian Plumbing Skills Council**

1. ADMINISTRATIVE DETAILS

1.1. Confidentiality

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

1.2. RFP procedure

1.2.1. Contact Details

For questions regarding this RFP, please contact

Maj Gen (Retd.) TK Chadha

Chief Operating Officer,

Indian Plumbing Skills Council

Email: tk.chadha@ipssc.in, varun.tandon@ipssc.in

Website: www.ipssc.in

For any kind of clarification / query, please mention the mail subject as “Reference #IPSC/RFP/2020/01”

1.2.2. Critical Information

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

1.2.3. Contents of solicitation documents

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

1.3 Schedule of Events

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

| Event | Target Date |
|---|---------------|
| RFP issued to the Vendors / Published on the IPSC website | July 29, 2020 |
| Last date of receipt of Queries and Clarifications on RFP | Aug 3, 2020 |
| Last date of Submission of proposal | Aug 7, 2020 |
| Presentation for Technical & Financials Bid | Aug 12, 2020 |
| Award and Signing of SLA | Aug 14 2020 |

2. INTRODUCTION

2.1 Introduction about Issuer

Indian Plumbing Skills Council (IPSC) is the apex Sector Skill Council for the Plumbing Industry, operating under the aegis of National Skills Development Corporation (NSDC), an initiative of the Government of India (Ministry of Skill Development and Entrepreneurship-MSDE) to transform India as a hub for skilled manpower. IPSC is a Non-Profit Organization, incorporated under Section 25 of the Indian Companies Act 1956.

Vision:

Developing Excellence in Plumbing Skills

Objectives:

- Identification of skill development needs in the Plumbing Industry including preparing a catalogue of types of skills, range and depth of skills to facilitate individuals to choose from them.
- Ideation of a Sector Skill Development plan and maintain skill inventory.
- Determining skills/competency standards and qualifications.
- Standardization of affiliation and accreditation process.
- Participation in affiliation, accreditation, examination and certification.
- Plan and execute training of trainers.
- Promotion of academies of excellence.
- Establishment of a well-structured sector specific Labour Market Information System (LMIS) to assist planning and delivery of training.

Purpose: The purpose of establishing the Indian Plumbing Skills Council (IPSC) is to ensure that skilled & certified manpower in adequate numbers is provided across industries and to raise plumbing standards in India to global levels. It will maintain a dynamic LMIS (Labour Management Information System) to keep track of the Labour Market Skill Gaps, Frame Occupational Standards, Facilitate Development of Practical and High-Quality Training Content, Ensure Adequate Availability of Faculty through Training of Trainer initiatives, Build Accreditation and Certification Mechanisms and Encourage Capacity Building through Private Sector Participation

2.2 Background and Rationale for RFP

The need for plumbing services arises for maintenance of public health and environmental requirements emanating from the water industry and the need for proper sanitation. Of the many key activities carried out in the construction sector, Plumbing is one of the main constituents which also has a direct linkage with other ancillary industries manufacturing plumbing related products viz. Water treatment, Sewage and Drainage, fire safety, supply of gas, heating and cooling systems, industrial waste management, and air-conditioning etc. The sector in India presents unique opportunities and challenges with deficit of skilled manpower. Given the changing circumstances due to the recent pandemic and the need of the eco-system to migrate and adapt to digital methods of learning, IPSC invites service providers to submit proposal for development of Learning Management System.

The deliverable of this project would be utilized by IPSC in building strategies to boost the skill levels and professionalism in the Plumbing and Allied Sectors by working closely with the

private sector, universities and other institutions of learning aimed towards designing programs to train and skill manpower digitally, thus enabling a more standardized learning atmosphere and binding all stakeholders under one single platform.

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

3. SCOPE OF WORK

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

3.1 Objective:

The main objective is to develop a **DIGITAL LEARNING MANAGEMENT SYSTEM/PLATFORM** for digitisation of learning, development and assessments and improvement in training and assessment compliance.

3.2 Features for Platform:

Most training programs today are instructor led and with their own skill sets. We would like to create this platform as catalyst to have standardization in the country towards skill training delivery and assessments. Platform will offer different courses related to plumbing and allied sectors via presentations, audio, video, animation, quizzes etc. available to learners.

3.3 Functional Requirements:

- General: Fully Customisable, Simple and effective user interface, Multilingual, Communications
- Users: Different kinds of users with different levels of access, permissions and restrictions
- Training: On-line, off-line, self-learning and instructor-led including tracking, Support of multiple formats (presentation, audio, video, animations, links, gamification)
- Content Management
- Assessment: Compliant with assessment norms under IPSC
- Placement: Employer/candidate registration including match making, Placement tracking
- Reporting: Extensive reporting and analytics

3.4 General Technical Requirements:

- Platform design should be software as a “SAAS/ BOOM / BOOT” model so that it can be installed on a standalone computer, LAN and Web Platform.
- In either of the Model (SAAS/BOOM/BOOT) the source code / IP of the platform will lie with IPSC.
- Application along with content can be deployed remotely on standalone computer / LAN Server with licensing facility considering number of user and duration.
- To access web-based application, client machine should not require any software installation.
- Web applications must support all major browsers (and its updated versions as applicable), i.e., Internet Explorer, Firefox, Safari, and Google Chrome.
- Provide tools or API for data imports.
- Provide tools or API for data exports.

- Provide auditing capabilities including logs, status errors, and warnings.
- Define backup procedures for the application and database
- Responsive application can be accessed on mobile Phones and Tablets.
- Payment gateway integration
- Feedback Mechanism

3.5 General Technical Support Requirements:

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

3.6 Technical Security Requirements:

- The product must provide security levels and authorization allowing or preventing view and update capability for forms and data depending on user roles, needs and the level of authority.
- Documentation of user manual, requirements manual, build manual including security and permission criteria should be provided to IPSC for validation and ease of implementation.
- Customizable access control for the define role
- User import facility for IPSC to import user from existing IPSC database if any, from excel spreadsheet
- Content security on user computer
- Audit trail of student's activities
- Content and Application security for standalone and LAN based installation
- Feature to disable screenshots
- SSL, SSO, password settings, registration and authentication options.
- All Security and Privacy requirements to align to Govt. of India guidelines of Cyber Security.
- No Chinese based Server or Systems shall be used in the relay and broadcast of the DLMS (Digital Learning Management System).
- Technical Details, Log In, Passwords and System Settings shall be shared with IPSC and will be in the Ownership of IPSC.

3.7 Technical Infrastructure and Support:

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

3.8 Audience/Users:

Learner will fall into the following categories e.g. School dropouts, School going, College dropouts, College going, Graduates, Post graduates, Engineers, Employees, Existing workforce, Employers, Facility Users (non-employees who work on science experiments) and

visitors. All Learners are expected to follow the NSQF norms in order to acquire the standards skill sets.

3.9 Project Delivery Timelines

- Development of the LMS = 2 months from the date of Award of Contract
- Pilot Phase Testing + User Training = 2 months

4. SELECTION CRITERIA

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

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

5. SELECTION PROCESS

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

Proposal Contents:

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

- **Cover Letter:** Include contact information, including an email address, for the team's designated contact person who can receive and distribute RFP information on behalf of the team.
- **Firm Qualifications:** Bidder to provide firm descriptions and evidence of qualifications to address the scope described in this document. Provide three to five examples of projects performed that demonstrate the qualifications and competence for each of the disciplines/requested areas of expertise. Provide client references.
- **Individual Qualifications / Project Team chart:** Bidder to provide resumes for all key project staff for each discipline. Biographies should include: Experience with similar relevant projects.
- **Project Understanding and Approach / Project Plan:** Bidder to provide a brief description of your understanding and approach to the project with milestone.
- **Support Overview:** Describe vendor support during and after implementation, including response times.
- **Quality Assurance:** Bidder to provide a copy of all quality control and assurance programs. Describe your testing and support plan.

- **Exceptions:** Describe any exceptions to General Provisions and Terms and Conditions. Disclose any existing relationships and previous work with IPSC.
- **Rates and Fee:** Provide a firm fixed price for completion of all deliverables. List hourly billing rates for participating staff. The cost proposal must include all design, production, testing and software necessary for the development of the site. Break out costs based on the scope of the project, including itemized one-time set up costs, implementation costs, seat licenses and ongoing fees, and integration costs. If the execution of work to be performed requires the hiring of subcontractors, you must clearly state this in your proposal. The proposal need not include hosting costs; for development / back hand network will be provided for the project.

6. SUBMISSION REQUIREMENTS

Proposers should submit an electronic copy (.pdf format) of the proposal no later than 2:00 p.m. August 07, 2020, to: tk.chadha@ipssc.in & varun.tandon@ipssc.in having subject as "Reference #IPSC/RFP/2020/01"

Questions/ Queries must be submitted in writing by email no later than 2:00 p.m. August 03, 2020, to tk.chadha@ipssc.in & varun.tandon@ipssc.in having subject as "Reference #IPSC/RFP/2020/01". Answers will be emailed to all prospective queries by the proposer by two working days.

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

7. GENERAL INSTRUCTIONS FOR PROPOSAL SUBMISSION

7.1 Preparation of Proposals

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

- Duly Signed and Completed Letter (Ref. Annexure)
- Permanent Account Number (PAN) of proposer/each consortium member from Income Tax authorities in India
- The bidder's legal name and any other name under which it carries on business as well as its business number, and whether the bidder is an individual or incorporated entity
- Bidders Profile including date of establishment
- Details of each consortium partner for the project should necessarily be included, if applicable.
- The bidder's contact information including name of the contact person, address, telephone and fax numbers, and email address
- In case of a joint submission a copy of the letter of association highlighting the name of lead partner and the Sub-contracting partner/copy of the contract and other details should be attached and clearly elaborated.
- Details of consortium partner/s should clearly be defined with roles, strengths and other relevant details.

7.2 Financial Bid

The Bidder shall indicate the prices of services it proposes to supply under the contract.

- All costs shall be inclusive of all taxes, duties, charges and levies of State or Central Governments, as applicable, at the date of signing the Agreement and subject to deduction of all statutory deductions applicable, if any. The benefits realized by Bidder due to lower rates of taxes, duties, charges and levies shall be passed on by Bidder to IPSC. In case of upward revision to duties and taxes the Bidder will be responsible to incur the additional cost.
- The Bidder has to include all internal costs like Travel, Lodging & Boarding, Local Travel Expenses, etc. incurred during the implementation. IPSC will not bear any additional costs post the assigning of the contract.
- All / Selected bidder would be called for detailed presentation and consultation of the Financial Bids. The bidders would be required to share their presentation with IPSC.
- Terms of payment and penalty clause will be decided after finalization of the Bidder.
- All prices shall be quoted in Indian Rupees (INR)

7.3 Language of the proposal

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

7.4 IPSC's rights to terminate the process

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

8. AWARD OF CONTRACT AND SETTLEMENT OF DISPUTES

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

- The selected bidder would be notified in writing by IPSC. As noted earlier in this document, this date is subject to change at the sole discretion of IPSC. The signing of the agreement between IPSC and the bidder is subject to the approval of the IPSC Management team.
- The contract to be entered into, between the selected bidder and IPSC will be finalized and would contain IPSC standard terms and conditions. If, in the opinion of IPSC, it appears that a contract will not be finalized with the selected vendor, negotiations with other vendors submitting responsive proposals may be undertaken.
- IPSC may assign an employee to interface with the project management team (SPOC) to monitor and seek information to document details of
 - Project Management
 - Fund Utilization
 - Process of new learning resource development
 - Recording and Maintenance of Evidences
 - Ad-hoc querying

9. PENALTY CLAUSE:

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

ANNEXURE

FORM – I

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

To,

Maj Gen (Retd.) TK Chadha
COO
Indian Plumbing Skills Council
Unit-606 & 609, Tower-C, DLF Prime Tower,
Okhla Industrial Area Phase-1, New Delhi - 110020

Date: _____

Dear Sir,

Sub: "RFP for Developing Learning Management System for IPSC" - Reference #IPSC/RFP/2020/01

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

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

Yours faithfully,

(Authorized Signatory)
In the capacity of

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