



PUNJAB NATIONAL BANK

REQUEST FOR PROPOSAL FOR ENTERPRISE WIDE LEARNING MANAGEMENT SYSTEM

Information Technology Division
Head Office, Punjab National Bank
5, Sansad Marg
New Delhi – 110 001
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BID DETAILS

1.	Date of commencement of Tender download	21/05/2009
2.	Last date of acceptance of queries	06/06 /2009 14.00 hrs
3	Bid preparation and Hash Submission	17/06/2009 16.00 hrs
3.	Last date and time for online bid submission.	18/06/2009 16.00 hrs
4.	Cost of RFP	Rs. 5,000/- (non refundable) either online or in the form of Demand Draft in favour of IT Division, Punjab National Bank payable at New Delhi. The DD/Banker cheque should be submitted in person at the time of bid submission.
5.	Earnest Money Deposit Amount	Rs.1,00,000/- (Rs. One Lac Only) either online or in the form of Demand Draft in favour of IT Division, Punjab National Bank payable at New Delhi, enclosed in Technical bid.
6.	Place of opening of Bids	Punjab National Bank, HO: Information Technology Division 5, Sansad Marg New Delhi – 110001

Note:

- Bank will be following the e-procurement process. The complete details of the requirements for participation in the e-procurement process of the bank are given in the website www.pnb.org.in, which may be referred for details & clarification.
- Bidders will be required to submit the online bid as well as the hard copy of their bid. Failure to submit any of these will automatically lead to rejection of bid.
- Technical bids will be opened in the presence of bidders who choose to attend as above.

INSTRUCTIONS TO BIDDERS

1. PURPOSE

Punjab National Bank (hereinafter referred to as the Bank) having its Head Office at 7, Bhikaiji Cama place, New Delhi is interested in implementing Learning Management System (LMS) for its Centralized Training purposes in all facet of banking which should be capable of handling both **Sharable Content Object Reference Model (SCORM) and non-SCORM compliant contents**. The scope of the system can be enhanced as per requirements of Bank. The solution offered must be scalable to cater to a high number of concurrent users.

Overview

Punjab National Bank has 3-tier architecture of HO, Circle Offices and branches. It has an apex level training college, IT Centre, Regional Staff Colleges and Zonal Training Centres which caters to the current training requirements of the Bank. The Bank proposes to extend the reach of its training infrastructure by adopting the learning management system and its related components and the objective is to sharpen the skill sets of the employees of the Bank and its subsidiaries.

- 1.1** The purpose of RFP is to solicit proposals from qualified vendors for implementing and supporting Package/packages/solution for Learning Management System and its components at bank's identified location with implementation at other Offices and branches. The web based Learning Management System would be residing on a central server and would be accessible by all the branches/offices/training centres (around 5000) spread all over the country. There should be a provision to rollout the solution to any new location/office (in India or abroad) of the Bank with no extra license cost.
- 1.2** Technical and commercial bids are invited from bidders for supplying, implementation and maintenance of the software solution for Learning Management System and its components as per the terms and conditions mentioned hereunder. Technical and commercial bids have to be submitted online as well as hardcopy in two separate envelopes.
- 1.3** This invitation of Bids is open to all software/hardware solution providers having presence in India or their Authorized Representative in India, provided firms fulfill the minimum qualification criteria as mentioned in bid document. In case of authorized representative, a letter of authorization to this effect from then Original bidder must be furnished. In case of consortium, there should be a single point of contact for interaction with the Bank.

2. SCOPE OF WORK

A brief overview of the product is outlined below. It is mandatory for the Vendor to submit its response/undertaking of the compliance of the following. However, the solutions offered should be capable of providing the functionalities as described in **Annexure – D**.

Note: All requirements mentioned hereunder and Annexure- D should be complied by the bidder failing which it may lead to rejection of bid.

The scope of work includes the following components:

- To provide the required software solution including the required software licenses having components of Learning Management System (LMS), Learning Content Management System (LCMS).

- There should not be any restriction on number of User licenses on the solution offered for any office/subsidiaries of Punjab National Bank/ Regional rural Banks (RRBs) under Punjab National Bank. i.e. Enterprise version for unlimited user license is to be offered.

General

- Bank should be able to take the necessary MIS, reports and do necessary analysis within the software itself.
- Bidder should provide minimum bandwidth requirement (per user) module-wise.
- Bidder has to provide implementation schedule (module-wise/component-wise) for entire solution.
- Before live implementation* of the complete software solution in production system, the product will be audited by Bank's appointed Software Audit firm/in house team. All audit points raised by the Software Auditor should be complied by the selected bidder without any extra charge within the timeframe agreed between the Bank and the Bidder.
- The solution should have built in security features to help only authorized users to use the application, generate logs and audit trails.

*** Live implementation means that after user acceptance and audit clearance the complete system is ported on the production environment and the successful run of the complete system in live environment.**

- The short listed bidder will be required to enter into an escrow arrangement for keeping the source code which will be periodically updated by the vendor. The cost for escrow arrangement subscription should be reasonable and shall be borne by the Bank.
- The vendor will pass on to the bank, the benefit of discounts if any announced during the period of rate contract in respect of the cost of the items for which orders have been placed during that period.
- The application deployed will be subjected to periodical external attack & penetration test/vulnerability test by banks authorized security system. All the recommendations for securing the systems as desired by the bank which are application related needs to be implemented by the vendor.
- The system have the following features beside other mandatory features:
 - Administrative module.
 - Maker, checker concept wherever required.
 - Role based access for read/write/modify.
 - Audit trail and log.
 - Capability to authorize Digital Signatures
- The system must be compliant to the IT Act 2000. Undertaking to this effect must be submitted.
- To make a system study and submit the detail system requirement specification document within a period of 1 month from the placing of order.
- To install, customize and implement the system as per the requirement of the Bank.
- To provide free on-site support for a period of 6 months after live implementation by deputing on-site engineer without any extra cost. The support during the warranty period subsequent to the initial period of 6 months will include Help Desk Support through telephonic contacts and emails/online mode on all 7 days of the week, besides visit to the site for troubleshooting in case of need for which no additional cost will be paid by the

Bank.

- The short listed vendor has to agree to maintain the software products at least for 7 years after warranty.
- Bank intends to integrate the contents from a Content provider with the LMS. LMS provider to coordinate with content provider for desired integration and compatibility of contents with LMS.
- To provide all upgrades and patches free of cost during the warranty period.
- No extra license fees should be charged by the shortlisted bidder for implementing the software in the test environment and at the Disaster Recovery site of the Bank.
- All updation /upgradation / new version release should be implemented within 3 months of release.
- The technically eligible bidders shall be required to demonstrate the Proof of Concept (POC) on a test bed showing detailed functionalities of the software solution for the suggested workflow at their own cost to the satisfaction of the bank.
- To supply the complete Learning Management System (LMS) software solution which includes those functionalities as prescribed in Annexure-D.

Detailed user requirements enclosed in Annexure 'D'. **Applicant should submit unqualified acceptance in the prescribed format (Annexure-B) on fulfillment of our requirements mentioned in Annexure-D. Further Bidder may specify the details of additional functionalities being offered to the Bank as part of their solution , without any extra cost, under each module , as a separate annexure in Annexure – F**

3. DOCUMENTATION

Complete documentation of the application software is provided along with implementation of the software.

Documentation will include:

- Utilities and general software reference manuals.
- Language reference manuals.
- Documentation on Design Logic and Program Development.
- Operator Reference manuals for each operator task.
- Error messages manuals.
- Documentation on troubleshooting.
- File / table structures, Indexes and Relations.
- On line tutorials and help documentation.
- Integration/interfaces/connectors and their functionalities and procedure.

4. TRAINING

- One time training of 4 batches (approx. 15 participants for each batch) will be provided by the vendor free of cost at 4 Identified locations of bank (one training in each centre). The training infrastructure required need to be specified which shall be arranged by the bank.
- On-site training must be provided in all functional areas and should be of sufficient duration- to the User's satisfaction.
- On-site training must synchronize with the phased manner implementation plan and in any case be completed before the start of live operations.

Training should be categorized into:

- **System Administration and Maintenance Training:** It should include training in system administration, operation and management of application software. Trouble shooting, interpretation of error message, the linkage between various programs and modules of application software must be integral to this training.
- **Users Training:** The operators will be comprehensively trained in all auditing / application operation tasks, including functional training for specific users.
- The vendor shall also provide online demonstration features in the products which will help the users for understanding the features/functionalities and navigation of the products.

5. WARRANTY

The solution should have a warranty of one year which shall be applicable after live implementation of software applications (LMS and its related components) by PNB. Warranty should cover trouble shooting, removing bugs/errors and enhancement (if required). There will be no charges for additional customization during warranty. All upgrades / updates / new version releases will be provided during warranty period free of cost. During implementation phase if any upgrades / updates / new version releases comes, it should be implemented free of cost. Vendors will ensure smooth functioning of the package for the first 6 months by deputing one on-site support engineer at bank's identified site from 9: 00 AM to 6:00 PM on all days for the 6 month period(except national holidays). The vendor shall also ensure the requisite knowledge transfer to the identified staff of the Bank for maintenance of the system subsequent to the initial on-site support period of 6 months.

6. ANNUAL TECHNICAL SUPPORT (ATS)

ATS will start after completion of warranty period. ATS should cover trouble shooting, removing bugs/errors (if required). All upgrades / updates / new version releases will be provided during ATS period free of cost. Vendors will ensure smooth functioning of the package during ATS through off-site support on all 7 days. The shortlisted vendor should support the software for atleast 7 years after completion of the warranty, however, if bank opt for onsite support during ATS, the selected vendor will have to provide the same with additional cost mutually agreed with the Bank.

7. PENALTY CLAUSE

The software should be delivered within one month of placement of Order and vendor should give a certificate that all modules have been deployed in our server. Penalty will be applicable for late delivery of the software.1.0% of the product cost (maximum of 10%) will be deducted as penalty per week for late delivery. If the product is not delivered after 2 months of scheduled delivery date, bank has the right to cancel the Order and blacklist the company.

Penalty is also applicable in case of delaying in live implementation of the software product. Implementation schedule will be mutually agreed by the bank and the vendor before deployment of the product. 1% of the implementation cost will be deducted as penalty per week for delaying in implementation as per schedule, maximum upto 25%. If implementation delay exceeds 3 months, bank will be free to cancel the contract besides claiming entire amount (paid by the Bank on delivery of the software) with interest @ 18% per annum of the Payment made along with additional 10 % penalty charge.

8. LICENSING

There should not be any restriction on number of User licenses on the solution offered for any office/subsidiaries of Punjab National Bank/ RRBs under Punjab National Bank. i.e. Enterprise version for unlimited user license is to be offered. However, for Hardware sizing perspective the indicative number of users and concurrent users is as under:

S.No	Component	No. Of users	No Of Concurrent users	Remarks
1.	LMS	5000 initially, scalable upto 25,000 in 3 years	1000	There should be feature of disabling users and disabled users should not be counted as part of the license.
2.	LCMS	15	5	

9. COST OF BIDDING

The bidder shall bear all the costs associated with the preparation and submission of bid and Bank will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

10. BIDDING DOCUMENT

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

11. AMENDMENTS TO BIDDING DOCUMENTS

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Document by amendments at the sole discretion of the Bank. All amendments shall be conveyed through e-mail or by publishing on website to the prospective bidders.

In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

12. PERIOD OF VALIDITY

Bids shall remain valid for **one year** from the date of bid opening prescribed by the Bank. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

13. BID CURRENCY

Prices shall be expressed in Indian Rupees only.

14. BIDDING PROCESS (TWO STAGES)

For the purpose of the present job, a two-stage bidding process will be followed. The response to the RFP will be submitted in two parts:

- Technical bid Part I
- Commercial bid Part II

The bidder will have to submit the Technical bid and Commercial portion of the bid separately as the case may be.

Technical Bid (Part I)

TECHNICAL BID will contain the bidder's information in the format given in the bid document. Technical bid will not contain any pricing or commercial information at all. The bid shall be signed by the bidder using the Digital certificate to bind the bidder to the contract.

Note: The bidder shall have to submit documentary proofs in a sealed envelope on or before the last date of bid submission.

Commercial Bid (Part II)

Under the second stage commercial bids of only those bidders, whose Technical bids are in terms of the requirement will be opened. The bid shall be signed by the bidder using the Digital certificate to bind the bidder to the contract.

15. SUBMISSION OF BIDS

The bidders shall duly complete the formats of Technical Bid and Commercial Bid and the same will be submitted online through our e-Procurement Systems at website <https://www.pnb.org.in>. Further, the hard copy of the bids will also be required to be submitted.

16. DEADLINE FOR SUBMISSION OF BIDS

Bids must be submitted not later than the specified date and time mentioned in the Bid Document. If the specified date of submission of bids being declared a holiday for the Purchaser, the bids will be received up to the specified time in the next working day. The Purchaser may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Purchaser and bidders, previously subject to the deadline, will thereafter be subject to the deadline extended. All the correspondence/bid should be addressed to Bank at the following address.

Chief Manager

Punjab National Bank
IT Software Department
Information Technology Division
2nd Floor, Head Office, 5 Sansad Marg,
New Delhi - 110 001

17. LATE BIDS

Any bid received by the Bank after the deadline for submission of bids will be rejected and/or returned unopened to the Bidder, if so desired by him.

18. MODIFICATIONS AND/OR WITHDRAWAL OF BIDS

- Bids once submitted will be treated, as final and no further correspondence will be entertained on this.
- No bid will be modified after the deadline for submission of bids.
- No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.

19. CONTENT OF DOCUMENTS TO BE SUBMITTED

19.1 Documents required in Technical Bid Envelope (Sealed Cover):

CONTENTS OF DOCUMENTS TO BE SUBMITTED

The bidder shall submit the following documents:

19.2 Documents required in Commercial Bid Envelope (Sealed Cover):

- I. Commercial offer: The offer should be as per commercial bid format in Annexure 'C'. The prices quoted should be exclusive of taxes, which shall be paid by the Bank as per actual. However, the vendor has to indicate the prevailing tax rates in their commercial bids.

20. PAYMENT SCHEDULE:

- a. 20 % of license cost will be paid on delivery of the Software.
 - b. 40 % of license cost + 40% of implementation and one time training cost will be paid after User Acceptance of entire system (for all modules).
 - c. 30% of license cost + 50% of implementation and one time training cost will be paid after live implementation* of entire system (please refer definition of live implementation in Clause 2).
 - d. 10% of (license cost + implementation and one time training cost) will be paid after the warranty period.
- **Live implementation means that after user acceptance and audit clearance the complete system is ported on the production environment and the successful run of the complete system in live environment.**
 - **Note: License cost and implementation cost is related to individual module. i.e. the payment shall be made module-wise.**

21. BID OPENING AND EVALUATION

In the event of the specified date of bid opening being declared a holiday for purchaser, the bids shall be opened at the specified time and place on next working day. In the first stage, only TECHNICAL BID will be opened and evaluated. Those bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed. In the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are short-listed, will be opened. The Purchaser reserves the right to accept or reject any technology proposed by the bidder without assigning any reason thereof. Decision of the Purchaser in this regard shall be final and binding on the bidders.

As part of Technical Evaluation, bidders will be required to provide proof of implementation, arrange demonstration of the solution at a place specified by the Bank and also shall be required to arrange site visits. Bank shall shortlist the bidders based on Technical Evaluation, Site visit & proof of implementation. Thereafter the Commercial bids will be opened only in respect of those bidders who are able to demonstrate successfully the proposed solution.

Commercial bids of those bidders whose technical bids are found suitable by the Bank shall only be opened. The technical evaluation of bids will be as per the technical evaluation criteria (attached as annexure-G) and pre qualification criteria.

22. CLARIFICATIONS OF BIDS

To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the bidder for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

23. PRELIMINARY EXAMINATION

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

The bid determined as not in order as per the specifications will be rejected by the Bank.

24. CONTACTING THE BANK

Any effort by bidder to influence the Bank in the Bank's bid evaluation, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Bank's decision will be final and without prejudice and will be binding on all parties.

25. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the Bank's action. Bank reserves the right to select more than one bidder keeping in view its large requirements.

26. SIGNING OF CONTRACT

The successful bidder(s) to be called as vendor, shall be required to enter into a Service level Agreement (SLA) with the Bank, within 7 days of the award of the tender or within such extended period as may be specified by the Bank

27. REVERSE AUCTION

It is to the discretion of the Bank for going in for reverse auction in case there are 2 or more than 2 technically qualified bidders.

28. IMPLEMENTATION AND ROLL OUT

Depending upon the ease of implementation of the product, Bank may decide to phase the implementation schedule like initial implementation in HOs, Circle offices, all branches, pilot circles, training centres etc before full fledged implementation. Adequate support should be available during the implementation process.

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Annexure 'A'

PART - I: Bidder Information

Please provide following information about the Company (Attach separate sheet if required):-

S. No.	Information	Particulars / Response		
1.	Company Name			
2.	Date of Incorporation			
3.	Company Head Office / Registered Office and Addresses Contact Person(s) Phone Fax E-mail Website			
4.	Provide the range of services /options offered by you covering service description and different schemes available for: ▪ Customization ▪ Implementation Support ▪ Warranty ▪ Post-implementation ▪ Ongoing Support for: - ○ AMC ○ Helpdesk ○ Training ○ Documentation ○ Others (specify)	Yes / No / Comments (if option is 'No')		
5.	Any pending or past litigation (within three years)? If yes please give details Also mention the details of claims and complaints received in the last three years (About the Company / Software that are sold / licensed by the company).	Yes/No/Comments (if option is 'Yes')		
6.	Please mention turnover for last three years and include the copies of Balance Sheet in support of it.	Year	Turnover	Profit/Loss(-)
		2005-06		
		2006-07		
		2007-08		

Signature of Bidder

PART – II:

II.1 System Information

The following information should be provided. (Attach separate sheet if required)

S. No.	Information Required	Particulars / Response
1.	Software Information ▪ Name of the Software Product ▪ Version of the proposed software ▪ Annual sales of the product during the last three years (number of installations and value) ▪ Annual installations (live) in the last three years similar to the module/version proposed. ▪ Year and place of the first live installation similar to the module/version set proposed. ▪ Number of versions released till date since the last three years. • Release month/year of last version • Release month/year of the proposed version	
2	Hardware Platforms information ➤ Server type ➤ Model Name ➤ Configuration	
3	Operating systems	
4	Database	
5	Front end tool and associated software.	
6	Language and development environment in which the proposed version is coded	
7	Warranty Period and the Scope of warranty in detail	
8	System Module components – Specifically indicate modules / components and their dependencies (whether the modules /components can be implemented independent of other modules/components) and level of integration for each proposed module / component.	
9	Description of the solution development environment and application tools used. Also furnish either Third Party Tools or Tools available with the System Software/RDBMS that are used in designing the solution	
10	Application response time, application scalability.	
11	What is the purchasing /licensing policy for the solution?	

12	Whether providing escrow arrangement for Source code or providing Source code with documentation?	
13	Broad solution enhancement /integration strategy for the next 3-5 years	
14	Whether the company has full control over the source code of such bundled third party software	
15	Whether the solution offered is single product and all the modules should be integrated through a menu.	
16	Whether the solution is web enabled with security features and different User level access controls.	
17	List of major implementation in India and abroad with storage, number of concurrent users, modules implemented etc.	

We confirm that, all the details mentioned above are true and correct and if the Bank observes any misrepresentation of facts on any matter at any stage of evaluation, the Bank has the right to reject the proposal and disqualify us from the process.

We hereby acknowledge and unconditionally accept that the Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP document, in short listing of vendors for providing software solution.

We also acknowledge the information that this bid is valid for a period of six months, for the short-listing purpose, from the date of expiry of the last date for submission of bid.

SIGNATURE OF VENDOR WITH SEAL

NAME OF THE AUTHORISED SIGNATORY

PART – III:

Letter to be submitted by bidder along with bid documents

To
The Chief
Software Section
Information Technology Division
Punjab National Bank
Head Office, 5 Sansad Marg
New Delhi – 110 001

Sir

Reg: Our bid for supply and implementation of software solution for Learning Management System

We submit our Bid Document herewith.

If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that if our Bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

We understand that you are not bound to accept the lowest or any bid received by you, and you may reject all or any bid; you may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

We understand that the names of short listed bidders after the completion of first stage (Technical Bid) and the name of the successful bidder to whom the contract is finally awarded after the completion of the second stage (Commercial Bid), shall be communicated to the bidders either over phone/e-mail/letter.

Dated at _____ / _____ day of _____ 200_.

Yours faithfully,

For _____

Signature _____

Name _____

Address

(Authorised Signatory)

Annexure-B

COMPLIANCE STATEMENT

DECLARATION

(Please note that Bank will not evaluate any deviation mentioned elsewhere in the bid except as mentioned hereunder)

Terms and Conditions

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

Signature:
Seal of company

Technical Specification

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations

List of deviations

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

(If left blank it will be construed that there is no deviation from the specifications given above)

Signature:
Seal of company

Annexure 'C' Part- I (LMS)

Format for Commercial Bid:

S. No.	Particulars	Cost
1	Cost of the complete system (License Cost) (i.e. software perpetual license fee for Enterprise Wide usage). The cost should be module wise: 1. LMS <i>[5000 users initially, scalable up to 25,000 in 3 years and 1000 concurrent users]</i> 2. LCMS <i>[15 users and 5 Concurrent users]</i>	
2	Implementation cost + The cost should be module wise: 1. LMS 2. LCMS This includes one time training cost + 6 months of onsite support.	
3	ATS charges(After Expiry of Warranty Period) (valid for 4 years after expiry of warranty) The cost should be module-wise: 1. LMS 2. LCMS	
4	Additional Onsite support (per man month) after expiry of 6 month warranty period	
5	Additional customisation charges per man day	
6	Additional training cost (Per day training charges per faculty)	

Note:

(A). L1 Criteria = S.No 1 + S.No. 2+ (4 x S.No 3) + (12 x S.No. 4) + (30 x S.No 5)

(B). The bidder has to submit the commercial bid only in the above format.

Note: Any criteria if left blank may lead to the rejection of the bid.

Annexure - D

Enterprise wide Learning Management System Specifications

System requirements

A: Available

C: Customizable without any extra cost

N: Not available neither customizable

Architecture

S.No	Requirement	Compliance (A / C / N)	Remarks
1	The software solution should be convenient to use. It should have web based graphic interface.		
2	The architecture of the product must support a multi-tiered architecture of the logical and physical separation of client processes, server processes and interfacing processes.		
3	It should be highly integrated product architecture with tightly integrated back-end application server.		
4	It must support TCP/IP or be network protocol independent. The product must work in network environment (web based) with multiple users.		
5	Solution should provide flexible, scalable, enterprise-wide Learning Management System, reflecting the most complex processes for multiple lines of business applications.		
6	It must be scalable to the number of users and retrieval volume as estimated in the scope of work.		
7	The proposed solution should not have any limitation of number of business processes which can be implemented through proposed solution.		
8	It must provide fail-over back-up and recovery capabilities.		

General

S.No	Requirement	Compliance (A / C/N)	Remarks
1	The solution should be flexible, modular and expandable to accommodate future upgradation/modifications		
2	The administrator should have the rights to manage the entire application. The administrator can assign other users, roles like Author, Instructor, Training Manager, training coordinator etc. This role can also be made universal and applied to the entire application or selected applications.		
3	Should be able to link to other training sites or resources e.g. internal or external catalogues		
4	Configurable workflows / process flow to manage easy day to day learning operations		
5	The software should have reasonable response		

	time.		
6	LMS solution should have readily available connectors/interfaces/integrating utilities for integrating components. Vendors should also list out the same.		
7	LMS solution should have readily available connectors/interfaces/integrating utilities for integration with HRMS/Performance Assessment of PeopleSoft.		
8	Allows administrators to view logs from the application itself via unified logging mechanism.		
9	Atleast 60% of the software modules of the proposed Learning Management System and its components must have general release date prior to the date of bidder's proposal. Irrespective of alpha/beta or unreleased version they should have specific roadmap for release.		
10	The software must be Bilingual. However, if the same is not available then the vendor has to give a certificate about the non-availability of the same		
11	Should provide various MIS as per the requirement finalized during Gap analysis phase without any extra cost.		

Learning Management System

S.No	Requirement	Compliance (A / C / N)	Remarks
1.	The system should supports on-line self-enrollment		
2.	The system should set and enforce curriculum pre-requisites		
3.	The system should support selection of elective courses/curricula		
4.	The system should support ability to set and track certifications (one time and periodic).		
5.	The system should have the provision of controlling behavior of certifications such as enable/disable certification and recertification, how requirements are calculated and how various reminders are issued.		
6.	The system should have the provision of sending automatic email notification of schedule changes, cancellations etc to all concerned. The notification to each activity should be transmitted using SMTP gateway		
7.	Provides immediate enrollment confirmation		
8.	Administrator/authorized user/training coordinator should be able to Limit enrollment, cuts off registrations based on capacity and other business logic		
9.	Should have the facility of automated conflict checking to prevent cross enrollments		
10.	Supports bulk registration and / or required learning plans for new hires		
11.	Manages scheduling and conflict checking of curricula, courses, classes, and sessions including		

	class room trainings, location, holidays and equipments (sections of classes such as labs, sessions, instructors etc		
12.	It should be a strategic solution for planning, delivering, and managing all learning events within an organization, including online assessment and instructor-led courses		
13.	System should manage users, roles, courses, instructors, and facilities and generate reports		
14.	System to have functionality of Training plan/ calendar and related reports with scope of personalization.		
15.	System to send messages and notifications online to the learner.		
16.	User enrollment both individual group/batch and approval by authorized person.		
17.	Solution to have capability of Planning tools to identify skill gaps at departmental and individual level and view skill training requirements for specific job, organization.		
18.	Grouping learners according to demographic units (geographic region, product line, business size, etc.)		
19.	Solution must conform to latest Sharable Content Object Reference Model (SCORM) standards and the solution must be capable of being ported for (SCORM) as well as non-SCORM standards		
20.	Content Authoring tools should have programs specifically include support for e-learning content tools like Macromedia (Adobe) Authorware, Director, Dynamic PowerTrainer, Trivantis's Lectora, ToolBook and RWD uPerform alongwith including web editors, Flash, Open Office, Star Office and Microsoft Office 2007 or softwares equivalent to the same.		
21.	Enable bank to save contents to a secure repository via the Internet through the standard browsers. It must support access to repositories and workflow functionality over LAN, Internet and our intranet (WAN).		
22.	Features for offline learning /disconnected learning		
23.	Feature for browsing catalogue		
24.	Ability to print summary and detailed training records of individual learners.		
25.	It should be flexible, modular and expandable to accommodate future up gradations / modifications.		
26.	The system should have the feature of storing documents in word/pdf/excel/html/asp/jsp or any other portable format. The documents can only be viewed after proper authentication. It should be protected with proper security measures.		
27.	There should also be feature for direct content upload (if required)		
28.	System should have the capability to arrange/organize e-learning contents and/or documents in catalogue. There has to be a functionality to create subfolder or sub category under the catalogue.		
29.	It must support split screen viewing (a document in		

	one window and another application in a second window).		
30.	Only authorized users should be allowed to edit or delete e-learning course or documents from Content repository.		
31.	The solution must be able to send print jobs to network printers and to print from individual printers attached to workstations, subject to proper authentications. It must be able to publish documents to a Web server.		
32.	Support for setting event based notifications and time based reminders, bookmark pages for viewing and support for thumbnails and direct page level access within a document should be possible.		
33.	Features for marking and assigning trainings / courses /curriculum as Mandatory, Optional , recommended, for groups or individuals		
34.	Features for grouping courses, instructors, learners, training colleges, subject management experts, contents etc.		
35.	Features for scheduling locations, classrooms, equipments, instructors etc.		
36.	Features for publishing catalogues/ Training plan based on various criteria like Department, Specialization Area, Location, chronological order, learner's profile , Position, training centre, instructors etc.		
37.	Features for creating multiple classes for a course either with same or different instructors and for same or different dates.		
38.	Features for Tracking and storing details of outside courses/events which are not part of the LMS (like Training in outside institutions with the details of participation , Duration, Participants, Name of the course, nature of training (like workshop, seminar etc) Institution, location, country, Period etc)		
39.	Automatic email to Management where courses have not been attended or completed.		
40.	Access to course catalogue should be manageable based on Users profile.		
41.	Ability to attach files and notification to courses		
42.	Authorized users should be able to create courses and assign content author for creating of course.		
43.	The LMS Software administrator can also create a course by directly importing a standards-based e-learning course. Again an author can be assigned to fill-in pre-requisite syllabus and other such information.		
44.	Ability to customize reports e.g. specify date ranges, time frames, training length, requirements profiles for specific classes, and other custom features and save selected settings as a templates both with and without third party Reporting tools.		
45.	Ability to export report data (i.e. to Excel, HTML, text via web browser)		

46.	Should have Online library of physical training materials		
47.	API toolkit / Software Development Kit for application development and integration both at server side and client side		
48.	The software should have the feature of searching the documents based on various searching parameters. The software should support metadata for the same.		
49.	Should Online library of electronic documents (Word, Excel, PPT, PDF, etc.)		
50.	Ability to manage/view/print training completion status.		
51.	Ability of learners to print, view training history, certifications etc.		
52.	Should have the ability to develop and modify learning plans		
53.	Ability to track progress along a path or plan (i.e. via the LMS)		
54.	Can manage a blended learning environment (i.e. tracks online course, classroom/ILT, physical materials, events, etc.)		
55.	Documents (e.g. containing results from analyses) can be locked, to prohibit any further editing or creation of new versions by defining proper document permissions.		
56.	Ability to assign multiple paths or plans to a user		
57.	Facility for managing training budgets on the basis of: • training man – days. • budget for training.		
58.	Integration with 3 rd party LCMS and Content Authorizing tool.		
59.	Can assign paths to selected group of users simultaneously; also globally		
60.	Ability to set deadlines for individual task assignments		
61.	Ability to set deadlines for completion of entire learning path or plan		
62.	The System can have login integrated with the domain authentication already existing in the organization. In this case, once the users log into their network, they can access the system without having to re-authenticate.		
63.	System should allow you to define 'Roles' or 'Functionality Specific Grouping' that will give you the ability to create virtual groups. Some of the examples of such groups could be 'Faculty', 'Employees', 'Quiz Administers', 'Reports Generators', 'Data Entry Operators', etc.		

64.	There has to be a provision to create Question bank.		
65.	A quiz can have questions derived from multiple question banks, to which the faculty has access.		
66.	The entire question bank in the database is encrypted so that there is no tampering as well as unauthorized access by anybody including the system administrators		
67.	System should support following types of questions : Multiple choices (with single or multiple right answers) Match the column Fill in the blanks Typing Test Brief answers Question Groups Survey type questions		
68.	Every question can also have the following characteristics: The question can be pasted from MS Office document like Word Excel to preserve formatting, if so desired. Mathematical symbols can be added to a question with ease. Any type of file (Image, Audio, Video, Office Documents, etc) can be uploaded as a part of the question. Keywords and descriptions allow you to search the questions. Individual time per question, difficulty level (scale of 1-5), and marks per question can be specified.		
69.	Should be able to assign Quiz time.		
70.	Keywords and descriptions allow you to search the questions		
71.	Formatting capabilities should also be available for question text		
72.	Should be able to re-visit the attempted questions.		
73.	Should have facility to assign maximum number of attempts with the quiz		
74.	Should have the facility to display correct answers for the incorrectly answered questions after the examinee has finished.		
75.	Should have the ability to design anonymous/practice questionnaire for which answers will not be recorded for audit trail.		
76.	The total grade of a trainee for the course can be calculated based on some formula defined by the Instructor.		
77.	Should be able to generate question paper from multiple topics based on weightage.		
78.	Bookmarking of questions so that if connectivity is lost then the user need not to state the question paper from a scratch.		

79.	There should be a provision of negative marking.		
80.	There should be a provision for sending results through email, online notifications etc.		

LCMS

The following functionalities should be available either as part of LCMS or LMS depending upon the application architecture proposed by the Bidder)

S.No	Requirements	Compliance (A/C/N)	Remarks
1	The content management software should be web enabled.		
2	Instructional designers should be able to create reusable content chunks or learning objects and make them available to course developers and content experts throughout the organization. This eliminates duplicate development efforts and allows for rapid assembly of customized contents.		
3	Solution must conform to latest Shareable content object reference model (SCORM), AICC standards.		
4	There should be facility of Bulk Content upload.		
5	Version control for tracking document revisions. Check-in and Check-out for collaborative working on documents.		
6	Contents should be editable by the administrator / user with appropriate profile only after giving password.		
7	Proper indexing of documents should be provided. Indexing may be on basis of unique document identifiers or providing classification through the documents' metadata or even through word indexes extracted from the documents' contents.		
8	Provides team-based online authoring environment.		
9	Provides pre-built templates for quick content authoring.		
10	Supports the importing of PowerPoint and Word files to turn into SCORM based course		
11	Provides a database driven repository of templates, learning objects, assets, etc. which can be reused.		
12	Provides workflow mechanisms to assign content development tasks and review.		
13	Provides question templates that can be scored, including, T/F, multiple choice, multiple select, hot spot, drag and drop, etc.		
14	Supports creation of assessments from test question pools		
15	Learning objects and modules should be searchable from the LMS		
16	Supports publishing of Office tools, Adobe Acrobat, jpg, bmp, tif video and audio files.		
17	Learning content can include high quality visuals and interactivity		

Documents required in Technical Bid (Sealed Cover)

1. Check List.
2. References of successful implementation alongwith the feedback and contact details of the sites where implemented.
3. Supporting documents in respect of minimum qualification criteria as per **Annexure-E**.
4. Bidders Information as per format as per **Annexure A (Part I)**.
5. Acceptance of the terms and conditions and compliance of technical specifications as contained in **Annexure A (Part – III)**.
6. Additional Functionalities as per Annexure F
7. Any other document indicating the feature of the product.
8. ISO Certification document, if any.
9. Last three years audited balanced sheet and profit and loss account statement.
10. Bid Earnest Money in the form of Demand Draft.
11. Technical Offer indicating compliance to the Banks requirement as per technical specification as per **Annexure-D**.
12. Power of attorney.
13. Hardware sizing (approximate)
14. Unpriced BOM for hardware
15. Schematic diagram of Proposed Solution
16. Vanilla Implementation plan (with duration of implementation & roadmap for the same)
17. Undertaking of compliance of upgrades
18. Bandwidth requirements per user
19. The modalities, the workflow and procedure for upload of contents to the LMS should be specified.

Annexure E

Pre Qualification Criteria:

The bidders are to meet the following pre-qualification criteria to be eligible for participation in tendering process:-

	Criteria	Compliance (Yes/No)	Name of supporting Document attached
1.	The average turnover of bidding company for the last 3 financial years must exceed Rs. 5 Crore and it should be a profit making company. (Documentary proof to be provided)		
2.	The bidder Company should have 10 engineers or more on its roll and should have Technical support office at National Capital Region (NCR).		
3.	The proposed solution or major components of proposed solution should have been successfully implemented and running in atleast 3 organizations in India out of which atleast 1 should be in BFSI sector and atleast 1 should have an installed base of 5000 users.		
4.	The bidder should have experience in implementing the products (LMS & LCMS) proposed in atleast 2 sites out of which 1 site with an installed base of 5000 users in LMS.		

Note: Bidders are to submit documentary proof to establish the qualification of the above mentioned criteria, failing which it will lead to the rejection of bid.

ANNEXURE - F

List of Additional Functionalities being offered as part of the Solution, without any Additional cost, module wise.

S. No.	Module	Functionality

Technical Evaluation Chart for Learning Management System

S.No	PARAMETERS	WEIGHTAGE	RANGE	
			Criteria	Marks
	VENDOR'S TRACK RECORD			
01	Prior Experience in e-learning business either as implementation partner or as OEM	10%	Primarily in e-learning in India / abroad	
			For 5 years and above	10
			Less than 5 years	7
			In partnership with an e-learning Company	
			For 5 years and above	5
			Less than 5 years	3
02	Minimum 3 companies using product in India.	5%	5 or more than 5 companies using product in India.	5
			3-4 companies using product in India,	2
	SPECIFIC TECHNICAL ASPECTS			
03	Feedback & interactions during the site visit	15%	Ability to demonstrate all the products quoted, in live environment in installations of equal size	15
	BASIC FUNCTIONAL REQUIREMENT			
04	As per functional specification of RFP Annex 'D'	70%	Availability of Specifications under the Section of functional specification (70% of the total marks shall be taken)	
			Availability of functionality (S)	2 marks per functionality
			Customizable without any extra cost (C)	1 mark per functionality
			Not available (N)	0 marks
		100%		

Note: Commercial bids of only those bidders shall be opened who attains minimum 65% marks in the Technical evaluation based on the above mentioned parameters.

Note: The vendor should not give wrong information in order to attain higher marks. The available features shall be cross-checked during site visit. Any mismatch between the provided information may lead to the rejection of the bid.