Management Development Institute Gurgaon

Ref. No.: MDI/GPPO /24-25/dashboard/G3   **Date: July 15, 2024**

Sub: **Invitation of Sealed Bids for generating a Dashboard for GP Placement related activities for MDI Gurgaon**

Tender Schedule

Tender System	Single Bid
Last Date of Bid Submission	July 30, 2024 / 3:00 PM
Bids should be addressed to	Chairperson – GP Placements
	Placement office, Room-3
	Gurukul Building,
	MANAGEMENT DEVELOPMENT INSTITUTE GURGAON
	Mehrauli Road, Sukhrali
	Gurgaon - 122 007, Haryana (INDIA), PH - 4560012

The Complete Tender details and any updates on the Tender will be available on the MDI Gurgaon official Website at the link:-

https://mdi.ac.in/tenders

Checklist and Index of the Technical Document in the Order indicated Below: -

Attach the necessary documents in the given sequence.

S. No.	Document to be Attached	Whether Submitted
1.	Tender Document signed and stamped on each page	Yes ❑ / No ❑
2.	Profile of the Company	Yes ❑ / No ❑
3.	CA Certificate regarding Company's Turnover for last three Financial years i.e. 2021-22, 2022-23, 2023-24	Yes ❑ / No ❑
4.	Confirmation that item Specifications are Compliant as per Scope of Work as per **Annexure I** (Fill As per Format Attached)	Yes ❑ / No ❑
5.	Bidder details form as per **Annexure II** (Fill As per Format Attached)	
6.	Declaration on Company Letter Head as per **Annexure-III** (Fill As per Format Attached)	Yes ❑ / No ❑
7.	Filled in and signed/company stamped Financial Bid on company's letter head as per **Annexure IV**	Yes ❑ / No ❑
8.	PAN, TAN, GST along with the copy of registration	Yes ❑ / No ❑
9.	Bank Account number with IFSC code, Bank name and Branch	Yes ❑ / No ❑
All relevant / desired Documents & Annexures to be submitted with Authorized Signatures / Company's Stamp etc.		

Terms & Conditions are as under:

- The Bid should be submitted on company letter head and should be submitted duly signed / company stamped, by the authorizedperson.
- The financial bid shall be valid for at least 90 Days from the last date fixed for the Bid submission in this tender document. Institute will not entertain any request in respect ofescalation of price due to any reason whatsoever.
- The items/service will be supplied at MDI Campus, Gurgaon, nothing extra shall be paid towards the cartage, packing,forwarding, Octroi etc.
- MDI reserve the right to accept or reject any or all the B i d s or scrap the t e n d e r process without assigning any reason whatsoever.
- MDI reserves the right to exclude any item or increase/decrease the number of items at the time of placing the order.
- MDI reserves the right to allot/cancel the Bid invited as it may consider/deem fit and proper and to reject the tenders/applications without assigning any reasons at any stage.
- No Bid will be accepted on email. The Bid must be submitted in hard copy in a sealed invoice superscribing"**Bid for generating a Dashboard for GP Placement related activities for MDI Gurgaon"**
- **MDI may, at its discretion, extend the date for submission of the Bids.**
- ACCEPTANCE AND WITHDRAWAL

  The final acceptance of the tender would entirely vest with MDI, who reserves the right to accept or reject any tender, without assigning any reason whatsoever. There is no obligation on the part of MDI to communicate in any way with rejected parties. After acceptance of the tender by MDI, the Bidder shall have no right to withdraw his tender or claim higher price.
- Bids received with incomplete information is liable for rejection.
- Any Bid received by MDI after the deadline for submission of Bid will be summarily rejected.
- Any dispute/ difference arising out or relating to this Tender: Matters regarding disputes, if any arising under this tender / contract shall be subject to the exclusive jurisdiction of courts at Gurgaon.

General Eligibility Criteria

- The bidder should be a Company registered in India, which should be in business of supplying similar items / service for last 5 years.
- The bidder should have a good reputation in the market and their clientele shall preferably include reputed University/ Institute / PSU/ Govt. etc. (within India)
- The bidder should be authorized Public Limited Company / Pvt. Limited Company / LLP / Proprietor / service partner/ distributor/ reseller of Dashboarding systems
- The bidder should have supplied similar items/ service to at least three University / Institute / P.S.U./ Govt. etc. (within India)

Technical Eligibility Requirements

- The Vendor must be ISO 27001 certified and adhere to its standards.
- The Vendor must be certified to be SOC 2 Type I and II compliant.
- Application must be hosted on a highly secured cloud infrastructure.
- - Application should be accessible to users via the web and mobile app (hybrid or native).

- The mobile app must support the latest mobile OS (Android and iOS).
- The Vendor must have the capability to monitor any unusual, unauthorized or suspicious activity (SOC 2 compliance)
- The Vendor must ensure business continuity in case of any disaster and should hold a valid BCDR certificate of assurance.
- The platform should have strong encryption for all critical student data (at rest and in transit).
- The platform should support microservices-based architecture and must be highly scalable to avoid a single point of failure.
- The hosting solution for the application should have been tested for high performance and be able to support a concurrency of at least 50,000 users.
- It is preferable that the vendor holds a data protection certificate such as GDPR.
- LXP shall be browser-independent and work well on all the popular/top browsers.
- Applications should be free from technology vulnerabilities and adhere to the industry's best security practices. The vendor should have regular VAPTs conducted in the application for any vulnerabilities.
- There should be a practice of source code scan and secure coding practice as per OWASP's guidelines.
- Bidder to ensure that the proposed system complies with the local laws, regulatory requirements and other guidelines.
- Integration with e-learning content providers.
- System should have AI capability enabled in terms of learning recommendation

Evaluation Procedure and Selection of Party
- The work would be awarded to the L1 in Bids duly submitted, from among the technically qualified tenders.
- **Bid Rejection Criteria:** The Bid shall conform generally to the specifications and terms and conditions given in this document. Notwithstanding the general conformity of the Bid to the stipulated specifications, the following requirements will have to be particularly met by the Party without which the same will be considered as non-responsive and rejected
    - ✓ Non submission of signed & stamped tender documents on each and every page
    - ✓ Submission of unsigned / unstamped financial bid.
    - ✓ Bid (s) not complying with Delivery, installation & commissioning, warranty, penalty, etc clauseswill be rejected.
    - ✓ The Bid should quote for all the items mentioned in the tender, failing which, their offer will be rejected.
    - ✓ The Bid should have supplied similar items to at least three University/ Institute / PSU/ Govt. etc. (within India)
    - ✓ Bids submitted on email would be rejected.
- **PAYMENT TERMS:**
    - 100% payment of Implementation, Set-Up & Integration charges to be made after two months of issue Purchase / Work Order and completion of the Implementation, Set-Up & Integration.
    - Platform Recurring charges to be invoiced in advance on quarterly installments basis, post going-live

- **Delivery Time:** Two Months from the date of issue of Purchase / Work Order

Date :

(Signature)

Name of Vendor

Scope of Work :

"Generating a Dashboard for GP Placement related activities for MDI Gurgaon"

Functional Requirements

Sr. No	Requirement	Specifications/ Compliance (Tick – Yes / No)
1	**Web User Interface**	
1.1	Intuitive and user-friendly interface - the capability to configure branding (color scheme, logo, login screen) as per MDI branding	
1.2	language preference for user interface will be English only	
2	**Mobile APP interface**	
2.1	User-friendly and minimalistic design for Android and iOS devices	
2.2	User interface in English only.	
2.3	Dashboard for learners to give an overview of Role-based skills assigned to the learner, Modules enrolled, Learning Analytics, Leaderboard Rank, Social Feed posts, Certificates Earned	
2.4	Option to share any course link, article etc via the share feature (via Email, Whatsapp or SMS)	
2.5	Offline learning capability for documents, videos	
3	**Core Learning**	
3.1	Platform provides a training calendar with a detailed scheduled view of training assigned to users and the upcoming sessions. – (Provided LMS integration)	
3.2	Facility to create structured blended learning journeys / pathways that will offer the users a curated sequence of modules designed to achieve specific learning objectives. Integration with CANVAS software and content creation facility to be provided.	
3.3	Notifications & Reminders (email, SMS (through customer gateway),	

Sr. No	Requirement	Specifications/ Compliance (Tick – Yes / No)
3.4	Manage certificate templates with MDI logo, color scheme and signatures from authorized signatory. Attach certificate template to learning modules (Self-Paced Modules, Classroom Modules, Webinar Programs, and Journeys), and award it to learners post completion of that training	
3.5	Training module versioning - The platform shall support the creation and management of multiple elearning module versions. To facilitate comparative analysis and continuous content improvement, the system should maintain historical data for up to five (5) versions.	
3.6	The system should facilitate comprehensive evaluations through a multi-rater feedback process (peers, manager, self, and reportees). This skill-less assessment approach streamlines data collection, empowering informed decisions for employee growth and development.	
4	**Engagement**	
4.1	Social Feed/ Buzz to foster collaboration and engagement among learners. - Ability to post messages by skill or teams targeting a specific set of users - Tools for people on the platform to contribute to discussions on topics via messages, video posts, and audio posts	
4.2	Ability to create teams of learners and trainers on the platform. Facility for users to collaborate within the team using Social Feed	
4.3	Leaderboard with configurable points/rulebook for various activities such as course completion, learning journey completion etc. Facility to show dashboard that compares points earned and ranks by learners providing a competitive environment	
4.4	Ability to create contests targeting a specific set of audiences and for a specific duration. Provision to award badges and ranks in the contest for achieving specific milestones.	
4.5	Banners to be able to set a target audience level for personalized communication. Ability to embed links for the call to action to direct learners to a	

Sr. No	Requirement	Specifications/ Compliance (Tick – Yes / No)
	particular learning activity/video/website/etc. mapped with the banner.	
5	**Business and Workflows**	
5.1	Comprehensive workflow engine to trigger events based on actions. Standard event triggers can be associated with New User Creation, User attribute change, Learning modules / Training, Learning Journey Completion	
5.2	The platform shall offer the capability to define custom attributes at the module level that support the capture/ analytics of businessspecific metrics (e.g., CPD hours) associated with individual learning content/modules.	
5.4	The platform shall incorporate a configurable enrollment approval process supporting the admins to establish mandatory approval workflows for eLearning and MOOC (paid) modules. Approval rules and the number of required approvals can be conveniently defined during the module creation.	
6	**Content**	
6.1	The platform shall integrate with content libraries from established MOOC providers (e.g., Coursera, Udemy, Linkedin, Go1, etc .), to be seamlessly presented as modules within the platform. Learner consumption of these modules would trigger seamless authentication within the respective MOOC platform (new window/tab) and would periodically retrieve user progress data for each integrated module	
6.2	The platform shall incorporate a collection of freely available learning resources (e.g., YouTube videos, podcasts, articles) that will be sourced from the web, curated by subject matter experts (SMEs) online (free), and made accessible within the platform itself.	
6.3	Search Functionality - The platform allows the learner to enroll himself to discover any content and consume the course. Learners can search the module, videos, audio, and Artifacts from the search option available on the platform and can enroll themself.	
6.4	Creator economy - The platform shall allow users (or learners) to author valuable content, making it easy for their peers to discover, consume, and stay informed about relevant knowledge in their	

Sr. No	Requirement	Specifications/ Compliance (Tick – Yes / No)
	domain.	
6.5	Management of unsafe content - report content which is not safe for work	
6.6	The platform shall provide granular access controls for administrators enabling the restriction of user access to external learning resources, including Massive Open Online Courses (MOOCs), curated free/open content (e.g., YouTube videos, podcasts, articles), based on predefined criteria such as user designation, location, and department.	
6.7	Minimum 5 lac free e-learning content to be part of the standard offering	
7.	**Analytics**	
7.1	Platform Reporting and Analytics (E.g., Login report, Time Spent analytics, Completions report, Leaderboard Points report etc.,)	
7.2	Content reporting - Using this Analytics, the platform shall facilitate the download of comprehensive reports on modules authored on the platform.	
7.3	Manager Reporting and Analytics - detailed analytics for a manager to track the reportees progress, Content Distribution, Engagement Ratios, Assessment Percentage with the below reports: - by reporting tree - by user attributes	
7.4	Journey Report- Providing details on each journey, the number of modules present within each journey, users mapped to it and their learning compilation	
7.5	The platform must allow the report access through APIs to automate report generation, access real-time data, and integrate learning data with other systems for a more comprehensive view of their training programs.	
7.6	Report scheduler Ability to use the Report scheduler functionality by Admin to periodically schedule the Login and completion report to desired stakeholders (HODs, L&D Head, Managers etc.)	
7.7	The platform must offer embedded Power BI reports, providing insightful learning activity analytics.	

Sr. No	Requirement	Specifications/ Compliance (Tick – Yes / No)
8	**Skilling Solution (LXP)**	
8.1	Guided skill discovery for learners for interest based learning - The platform shall provide a guided onboarding experience that facilitates autonomous (self-directed) skill discovery for learners leveraging rolebased prompts and interest-driven exploration to empower learners to identify and pursue relevant skills.	
8.2	AI-powered recommendations/personalisation - The platform shall incorporate an intelligent recommendation widget leveraging machine learning algorithms that will dynamically suggest the top 20 most relevant content items for each user based on the past search, past consumption, trending, newly added, peers and skill gap.	
8.3	Skill Mapping - The platform shall allow administrators to map skills (encompassing proficiency levels) to designated job roles.	
8.4	Skill Creation - In addition to the existing skill repository, the L&D team should have the capability to develop custom skills tailored to their company, industry, or specific roles. These skills should be mapped to relevant categories within the framework, with corresponding content tagged accordingly.	
8.5	Skill gap analysis - Identify skill gaps by taking feedback from user or manager or both	

Mandatory Requirements :

1. Service provider should be currently servicing to more than 200 clients in India
2. Service provider should be minimum 7 years old while operational in India.
3. Yearly Revenue (Annual Turnover) should be more than 50 cr. INR in last Financial Year i.e. 2024-25
4. Should have a local presence in India
5. Should get integrated with the current LMS
6. Should have experience working with Indian PG educational institutes in India
7. Should have SaaS based Offering and cloud data storage primary & secondary site should be India

BIDDER DETAILS FORM

(To be submitted with Sign and Stamp)

Invitation of Sealed Bids for generating a Dashboard for GP Placement related activities for MDI Gurgaon

S. No.	Description	Company Response				Remarks
1.	Profile of your firm/company	Yes ❑ / No ❑				
	Year of establishment					
	Number of employees					
	Annual Turnover for the last three (03) Financial Years i.e. (2021-22, 2022-23, 2023-24)	**Year**	**1**	**2**	**3**	
		Turnover				

2	Contact details of the authorized person of the company.
	    1. Name :
	    2. Office Tel No.:
	    3. Mobile no.:
	    4. Official E-mail id:
		Yes ❑ / No ❑				

3	A declaration on company's letterhead that the Party has not been blacklisted must be submitted by Party (as per **Annexure- III**)	Yes ❑ / No ❑				
5.	**Payment Terms: -** • 100% payment of Implementation, Set-Up & Integration charges to be made on completion of the Implementation, Set-Up & Integration. • Platform Recurring charges to be invoiced in advance on quarterly installments basis, post going-live	Yes ❑ / No ❑				
6.	**Delivery Time:** Months / days from the date of issue of Purchase/Work Order	(Please mention the time period required)				

DECLARATION ON COMPANY LETTER HEAD

I/we_____Authorized   persons/   Owners/____Partner(s)/legal   Attorney/ Proprietor(s)/ Accredited Representative(s) of M/s _____solemnly declare that:

1. I/we are submitting tender for _____
   against Tender Ref. No._____ dated_____.

2. All information furnished by me/us in respect of fulfillment of eligibility criteria and information given in this tender is complete, correct and true. All documents/credentials submitted along with this tender are genuine, true and valid.

3. All services rendered will be as per Scope of work state herein.

4. My/our Bid shall remain valid for a period of 90 days from the last date fixed for the Bid submission in accordance with the Bid Documents and shall be binding upon us and maybe accepted at any time before the expiry of the period.

5. The Price-Bid submitted by me/us is "WITHOUT ANY CONDITION".

6. If any information or document submitted is found to be false/incorrect, MDI may cancel my / our bid at any stage of contract and can take any action as deemed fit including termination of the contract, forfeiture of all dues and blacklisting of my/our firm and all partners of the firm etc.

7. I/we also declare that the Government of India or any other Government body has not issued any show-cause notice or declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.

8. I/We understand that MDI decision will be final for the evaluation of Technical Documents.

9. I/We have gone through all terms & conditions of the tender documents before submitting the same and accept the same along with the technical specification and all other conditions mentioned in the documents; including the condition that MDI is not bound to accept the lowest Bid.

(Signature of the Tenderer with Seal)

Date:

Financial Bid

Invitation of Sealed Bids for generating a Dashboard for GP Placement related activities for MDI Gurgaon

Sr. No.	Description of Service Required	Qty*	Whether One time or Recurring cost (Monthly /Quarterly/ Annual)	Unit Price excluding GST in Rs.	Total Price excluding GST in Rs.	GST(%)	Total Price including GST in Rs.
1.	Platform License Cost (Recurring)	1100 users approximately					
2.	-Set-up, Implementation & Training -Instance and database Set-up, Implementation & Training		One Time				
3.	Integration with existing LMS, any MOOC content provider etc.		One Time as an when MOOC is integrated **				
4	Any other Ancillary cost						
	Total Cost						

  *Items may increase / decrease at the time of placing the order.
  ** Price to be valid for three years

- **Delivery Mode:** Have to be on SaaS based model with dedicated separate instance for MDI Gurgaon. Delivery at MDI Gurgaon, at site only.
- Total bid price should be inclusive of all taxes.
- Delivery Period: Within Two Months.
- Installation Period: Immediately on delivery
- **Quotation Validity Date:** 90 days from the last date fixed for the Bid submission in this tender document

The contract shall be valid for a total period of three years from the date of commencement of services. However, the vendor's performance during the year will be evaluated/ assessed on completion of each year by MDI Gurgaon. On satisfactory performance the contract will be continued for the next year. The rates quoted and accepted shall remain unchanged for a period of three years from the date of receipt of work order / taking over the operational charge.

Signatures of bidder: - _____

Name of bidder: - _____

Firm's Name: _____

Date: