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Indian Institute of Banking & Finance

(An ISO-9001-2008 organization)

(CIN: U91110MH1928GAP00)

Corporate Office, 2nd Floor,
Tower – I, Commercial – II,
Kohinoor City,
Kurla-West
Mumbai – 400070

EXPRESSION OF INTEREST FOR DEVELOPING & HOSTING THE E-LEARNING COURSES OF THE INSTITUTE

Version-1

TO BE SUBMITTED ON OR BEFORE 30th APRIL-2015 up to 2PM

(IIBF reserves the right to cancel this request for EOI and / or invite afresh with or without amendments to this request for EOI, without liability or any obligation for such request for EOI and without assigning any reason. Information provided at this stage is indicative and IIBF reserves the right to amend / add further details in the RFP document.)

ADDRESSED TO:

**Chief Executive Officer
Indian Institute of Banking & finance
Corporate Office, 2nd Floor,
Tower – I, Commercial – II,
Kohinoor City,
Kurla-(West)
Mumbai – 400070**

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Schedule of Expression of Interest:

Sr.No.	Milestones	Date and Time
1	Release of Expression of Interest (Eol)	1 st April-2015
2	Last date for submission of written queries by bidders. The written queries may be sent by e-mail to the e-mail id: gnrso@iibf.org.in	10 th April-2015
3	Pre-bid Meeting for clarifications on written queries	17 th April-2015
4	Uploading responses to pre-RFP queries on the website	22 nd April – 2015
4	Last date for Submission of Eol	30 th April-2015 up to 2 PM
5	Opening of Eol Responses in front of the prospective bidders	30 th April-2015 by 3 PM
6	Evaluating EOI responses and declaration of Short listed bidders on the web	6 th May-2015
7	Issue of RFP to the short listed bidders	11 th May-2015

1. Introduction :

The Indian Institute of Banking & Finance (IIBF) desires to develop the e-learning modules for all courses/subjects offered by the Institute (**refer Annexure – IV**). The number of pages in these books ranges from 200 to 500 per book. The Institute will also go for developing the e-learning of any other courses/subjects that may be launched or introduced during the currency of the project or in the future.

These e-learning modules will be offered to the eligible candidates of various courses over the Internet and can be accessed by PCs/Laptops/Note books etc.

The e-learning shall also be offered to the candidates over standard smart phones/tablets/PDAs and other emerging delivery channels with the help of mobile operating systems either as standalone apps/online accessible through mobile based browsers etc.

The e-learning content to be developed should be up to date and the same will be vetted by the Institutes faculty for the latest coverage of subject. The e-learning should be hosted/managed/maintained by the bidder in a state-of-the-art data centre. The data centre should be minimum of level – III and the necessary copies of supporting documents for the same should be submitted. The centre may be owned or third party

2. Objectives of this Expression of Interest (EOI)

The objective of this Eoi is to solicit proposals from interested bidders having required experience and expertise in

- Development of SCORM Complaint e-learning courses in Banking and finance subjects which can be accessed through various devices like PC/Laptops/Note books (**PC Version**) and should be accessible through PDAs/Tabs/Smart phones (**Mobile Version**) etc.,
- Hosting and managing the content with 24X7, with high availability in a secured access manner by authorised candidates and to maintain the same for a period of 5 years after commissioning of the hosting of the e-learning.

For detailed broad scope of the work, pl see point 7 of this EOI document.

3. Bidding Process:

Three stage process :

Stage 1 : Expression of Interest (EOI) Stage

Stage 2 : Request for Proposal (RFP) Stage

Stage 3: Commercial Bidding through Reverse Auction.

The bidders who are selected in Eol stage shall be allowed to participate in the RFP process. Those who successfully qualify in the technical round with a minimum cut-off technical scores shall be eligible to participate in the commercial bidding conducted through a reverse auction process. The details of technical and commercial evaluations shall be intimated at the RFP stage.

4. Availability of the Eol Document

Eol document can be downloaded from the IIBF website www.iibf.org.in. The bidders are expected to examine all instructions, forms, terms, project requirements and other details in the Eol documents. Failure to furnish complete information as mentioned in the Eol documents or submission of a proposal not substantially responsive to the Eol documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

5. Pre-bid meeting:

IIBF will hold a bidder's pre-bid meeting at the corporate office of the Institute at Mumbai. The representatives of the interested organizations may attend the pre-bid meeting at their own cost. The purpose of the meet is to provide bidders with any clarifications regarding the Eol. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the Eol and the project.

6. Venue & Deadline for submission of Responses to Eol.

Proposals, in its complete form in all respects as specified in the Eol, must be submitted to IIBF at the address given in the Eol document. IIBF may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum to be made available on the IIBF website www.iibf.org.in, in which case all rights and obligations of IIBF and the bidders subject to the original deadline and thereafter will be subject to the deadline as extended.

7. Scope of Work:

Institute seeks an alliance from competent and reputed technical bidders and invites an **"Expression of Interest (EOI)"** from them to understand their technical and subject level capabilities for developing and hosting the e-learning content for 34 subjects with voice over (refer Annexure-iv) in a state-of-the-art data centre.

(a) The scope of the assignment is as under:

The entire e-learning should be developed as a turn key basis, that is, build and operate model. The components of e-learning are as under.

(b) Courseware Development:

The agency should design, develop, host and maintain the e-learning content of Various Courses offered by the Institute in the latest version of SCORM model.

(i) **PC Version:**

- The e-learning to be developed should be accessible through PCs/Laptops/Notebooks over the Internet.

(ii) **Mobile Version:**

- The e-learning content should also be accessible through standard smart phones/tabs/PDAs using the Mobile operating systems. It should be portable on latest mobile Operating systems such as Android, Symbian, Apple iOS, Windows OS, Meego, BADA, Plam OS, Verdict and Blackberry OS etc., in the wireless network.

(c) Hosting, Managing and Maintaining the content(PC Version/Mobile Version) using a Learning Management System (LMS):

The agency should propose a standard world LMS to run the e-learning content developed on annual charge basis for PC version and Mobile Version. The LMS should offer the world class standard features and functionalities such as:

- Blended learning
- Content integration features
- Should be Compliant with content standards such as SCORM, AICC etc.
- Should offer an Assessment Module to test candidates grasp of the subject
- Should offer various modules such an Administration Module/Tutor module/Student Module
- Should have Skills management Module
- LMS should support Online communities
- LMS should support to connect with Back-End database
- Should offer Learning Path of students
- Should offer various MIS reports required by the Institute

8. Snapshot of EoI

Name of the Project	Development and hosting of E-Learning content for 34 subjects(given in Annexure-III) of the Institute with voice over. The e-learning should to be accessible over Internet using LMS or should work independently : <u>PC Version</u> (i) using PCs/Laptops/Note books <u>Mobile Version</u> (ii) using Smart Phones/PDAs/TABS etc., and run on standard mobile Operating Systems –
Name of Authority	Indian Institute of Banking & Finance

IIBF-Expression of Interest for Developing and Hosting the E-learning Courses

Last date and time for submission of EOI	30 April 2015 up to 1400 hours IST
Prospective Bidders	Bidders having experience in development, hosting and managing the e-learning content as given in 7(a) & 7(b) (i) & (ii) are eligible to respond to EOI.
Signature Authority	Authorised Representative / Signatory
Selection Process (Overall)	Three stage process : Stage 1 : Expression of Interest (EOI) Stage Stage 2 : Request for Proposal (RFP) Stage Stage 3: Commercial bids through reverse auction.
Contents of EOI Application (one copy)	1. Covering letter as per format at Annexure -I. 2. Details of the Bidder as per format given in Annexure-II. 3. Details of technical capability of the bidder as per format given in Annexure-III.

9. Qualification Criteria (Stage 1)

a) Technical Criteria:

- (i) Bidders should have good track record and experience in developing the SCORM based e-learning content of 100 hours duration on Banking & Financial subjects as a single project or multiple projects of 25 hours each. Provide the details of the projects delivered in the format given in Annexure-III as mentioned at item no.13 of this document.
- (ii) The bidders should be capable of develop and deliver the e-learning
- (iii) Bidders should own or have the license of a world class Learning Management System(either indigenously developed or supplied by OEM) that supports minimum 2 lac unique logins for uploading and running the e-learning content.
- (iv) Bidders should have experience/third party arrangement in hosting and managing the e-learning content for minimum of 2 lac unique login ids in a year, in the last 3 years period. Bidders to provide past activities.
- (v) Bidder (Service Provider) must have been assessed or certified for **CMM Level certifications**. Submit the necessary copies of such an assessment or certification.
- (vi) Bidders should have the readily available SMEs (in banking finance field) to develop and update the content of the e-learning on the subjects given.

b) Financial Criteria:

i) Annual Turnover/Net worth of bidders should be at least Rs.50 crores, in the last 3 financial years. bidders should submit the last 3 years annual reports to support the claim

Note:

- **The capability of bidders will be strictly evaluated on the basis of items 9(a), & 9(b).**
- **The RFP(Request for Proposal) document will be issued to the bidders who qualify the said criteria.**
- **However, the Institute has all the rights to restrict the number of bidders to whom the RFP to be issued based on the EOI responses.**
- **The Institute may decide to issue RFP to a few or all the bidders who qualify the above criteria and no correspondence whatsoever will be entertained further in the matter. The Institute's decision in this matter will be final and binding on the bidders.**

10. General Instructions:

a). The technical details should be duly supported by certificates from the respective clients.

b). E-learning Projects developed in banking and finance field would alone be taken into consideration for evaluation :

c). CONDITIONS UNDER WHICH THIS EOI IS ISSUED

(i) This Eoi is not an offer and is issued with no commitment. IIBF reserves the right to withdraw the Eoi and change or vary any part thereof at any stage. IIBF also reserves the right to disqualify any bidder, should it be so necessary at any stage.

(ii) IIBF reserves the right to withdraw this Eoi if IIBF determines that such action is in the best interest of the Institute.

(iii) Short-listed bidders would be issued formal tender enquiry/Request For Proposal inviting their technical bids and the commercials will be determined through reverse auction mode at a later stage

(iv) Timing and sequence of events resulting from this Eoi shall ultimately be determined by IIBF.

(v) No oral conversations or agreements with any official, agent, or employee of IIBF shall affect or modify any terms of this Eoi and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of IIBF shall be superseded by the definitive agreement that results from this Eoi process. Oral communications by IIBF to bidders shall not be considered binding on the Institute, nor shall any written materials provided by any person other than IIBF.

(iv) Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against IIBF or any of their respective officials, agents, or employees arising out of, or relating to this EoI or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).

(vii) Bidders who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.

(viii) Each bidder shall submit only one Pre-qualification requirements proposal.

d. RIGHTS TO THE CONTENT OF THE PROPOSAL

For all the bids received before the last date and time of bid submission, the proposals and accompanying documentation of the Pre-Qualification proposal will become the property of IIBF and will not be returned after opening of the pre-qualification proposals. IIBF is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. IIBF shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

e. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this EoI, including all forms, schedules and annexure hereto, Expression of Interest and has fully informed itself as to all existing conditions and limitations.

f. EVALUATION OF PRE QUALIFICATION PROPOSAL

The bidders' Pre-Qualification Proposal in the bid document will be evaluated as per the requirements specified in item nos. **9(a), & 9(b)** of this EoI . Therefore, the Bidders are required to submit all required documentation in support of the pre-qualification criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all other relevant information) as required for evaluation.

g. LANGUAGE OF PROPOSALS

The proposal and all correspondence and documents shall be written in English.

h. PROPOSAL

The Proposal should be submitted in the sealed envelope with the following details.

- Details of bidders track record and experience in developing the e-learning courses
- Details of SCORM compliant courses developed in the field of banking & finance,
- Details of LMS
- Details of Data centre

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- Details of CMM certification
- Track record in developing and hosting e-learning courses in Banking & Finance field
- Technology used to develop the e-learning
- Platform on which the coursewares are developed(i.e. Solaris/Linux/Windows).
- Web server, Application server and the Database details – Whether the courses are portable on any database and application servers
- All India level network details
- Total technical manpower involved in developing such courses.
- Annual Turnover of the company
- Annual Reports of Last 3 years

The expression of Interest application should be forwarded to the following address on or before 30th April-2015 before 2PM

**To,
The Chief Executive Officer
Indian Institute of Banking & Finance
Corporate Office, 2nd Floor,
Tower – I, Commercial – II,
Kohinoor City,
Kurla-West
Mumbai – 400070**

11. ANNEXURE – I

Format for Covering Letter

[On the Letter head of the Bidder]

Date:

To
Chief Executive Officer
Indian Institute of Banking & finance
Corporate Office, 2nd Floor,
Tower – I, Commercial – II,
Kohinoor City,
Kurla-(West)
Mumbai – 400070

Ref: Development of E-Learning Courses of IIBF

Dear Sir,

Being duly authorized to represent and act on behalf of..... (hereinafter referred to as “the bidder”), and having reviewed and fully understood the evaluation criteria and information provided, the undersigned hereby apply in response to the EOI document for development and hosting of E-Learning courses of Indian Institute of Banking & Finance

We are enclosing our Expression of Interest with the details as per the requirements of the EOI document, for your evaluation.

Yours faithfully, _____
(Signature of Authorised Signatory)
(Name,
Title
and Address)

12. ANNEXURE – II

Description of the Bidder

1. Name, country of incorporation, address of the registered office, corporate headquarters, and its branch office(s), if any, in India and date of incorporation and/or commencement of business.
2. Brief description of the Bidder including details of its main lines of business and proposed role and responsibilities in this Project.
3. Details of individual (s) who will serve as the point of contact / communication with IIBF:

Name

Designation

Company

Address: -----

Telephone:

E-Mail Address

Fax Number

Mobile Number

4. Name, Designation, Address and Phone Numbers of Authorised Signatory of the Bidder:

Name

Designation

Company

Address

Telephone

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Number

E-Mail Address

Fax Number

Mobile Number

13. ANNEXURE – III

Technical Capability of the Bidder

The bidders would be short listed for issue of RFP as per the Evaluation Criteria mentioned in 9(a) and 9(b) of this EOI document. The bidders should provide the details of their technical capability as indicated below

Sr.No	Name of the Client	Project Name	Scope of the work of the project

14. ANNEXURE – IV (List of books for developing the E-Learning Modules)

Sr. Nos.	Name of Books	No. of pages
1	Theory and Practice of Treasury & Risk Management in Banks - 2009	471
2	Information Technology, Data Communications & Electronic Banking, 2nd edn. - 2007	644
3	Design, Development & Implementation of Information System, 2nd edn., 2007	475
4	Security in Electronic Banking, 2nd edn., 2007	317
5	International Banking Operations - 2010	278
6	International Banking : Legal & Regulatory Aspects - 2010	204
7	International Corporate Finance - 2007	232
8	Laws of Co-operative Banking - 2007	302
9	Co-operative Banking Operations - 2007	361
10	Technology, Risk Management & Supervision in Co-operative Banks - 2007	409
11	Commodity Derivatives - 2007	386
12	Micro-finance Perspectives & operation - 2014	347
13	Home Loan Counseling – 2007, 2012	380
14	Introduction to Financial Planning, 3rd Edn., 2011	690
15	Managing and Marketing Financial Services, 2nd edn., 2007	375
16	Securities Market and Products, 2011	564
17	Insurance Products (Including Pension Products), 2010	382
18	Mutual Funds (Products & services), 2010	209
19	Banking Products & Services, 2010	256
20	Practitioners Book on Trade Finance, Nov. 2010	291
21	Quantitative Methods for Banking & Finance - 2008	125
22	Small and Medium Enterprises in India, 2013 (English)	304
23	Anti-Money Laundering & Know Your Customer (Know Your Banking - III), 2006	249

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24	Information System for Banks, 2013	517
25	Customer Service & Banking Codes and Standards, 2010	475
26	Inclusive Growth Thro' Business Facilitator/Business Correspondence in English, 2009	240
27	Handbook on Debt Recovery in English, 2011	150
28	Rural Banking Operations - 2012	374
29	IT Security - 2012	307
30	Foreign Exchange Facilities for Individuals - 2012	281
31	Cyber Crimes and Fraud Management – 2012	239
32	Compliance in Banks – 2013	533
33	Trainers' Handbook – 2013	346
34	Credit Management -2014	663

Note: The Institute may add any additional courses/subjects on banking finance during the tenure of the project or in future for developing e-learning.