

**Clinical Development Services Agency (CDSA)**  
**An extra mural unit of Translational Health Science and**  
**Technology Institute (THSTI)**

*(An autonomous Institute of the Dept. of Biotechnology, Ministry of Science & Technology, Govt. of India) NCR-Biotech Science cluster, 3rd Floor, THSTI building, 3<sup>rd</sup> Milestone, Gurugram - Faridabad Expressway, Faridabad – 121001 Phone: +91-129-2876455*

**Invites Expression of Interest (EOI) from the**  
**countrywide vendors of LMS Software**  
**For Design and Development of Learning Management**  
**System (LMS)**

EOI No.: CDSA/EOI/01/2020-21

Date: 22.09.2020

**The last date for submission of application is 14<sup>th</sup> October, 2020 till**  
**3:00PM**

## **Disclaimer**

The information contained in this EOI document or information provided subsequently to vendor(s) or applicants whether verbally or in documentary form by or on behalf of Clinical Development Services Agency (CDSA), is provided to the vendor(s) on the terms and conditions set out in this EOI document and all other terms and conditions subject to which such information is provided.

This EOI document is not an agreement and is not an offer or invitation by CDSA to any parties other than the applicants who are qualified to submit the bids ('vendors'). The purpose of this EOI is to provide the vendor(s) with information to assist the formulation of their proposals. This EOI does not claim to contain all the information each vendor may require. Each vendor should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this EOI and where necessary obtain independent advice. CDSA makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this EOI. CDSA may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this EOI.

On behalf of the Competent Authority, Clinical Development Services Agency (CDSA), an extramural unit of THSTI Faridabad, Haryana, India, online applications for Expression of Interest (EOI) is being invited from eligible and interested firms for the Design and Development of Learning Management System (LMS) in respect of online courses which are sponsored by the World Health Organization (WHO).

**Title of the Work:**

*A Learning Management System (LMS) which allows design, and development of various e-learning courses, of which the first one to begin with is the "Rational use of medical products". The course will have content in the form of lectures, videos, case studies, presentations/images. It will have an in-built platform to host online interactive sessions such as webinars and evaluations. The e-course(s) will be hosted on the LMS.*

The complete set of Expression of Interest (EOI) document may be downloaded from CPP Portal: [www.eprocure.gov.in](http://www.eprocure.gov.in). Or the website: <http://thsti.res.in/cdsa>. EOI processing fee of Rs. 500/- (non-refundable) should be payable by Demand Draft or Pay Order or Bankers Cheque issued by any scheduled bank in favour of "CLINICAL DEVELOPMENT SERVICES AGENCY" payable at Faridabad, Haryana. The original DD/PO/BC should be submitted to CDSA on or before the last date of submission of EOI.

Vendors are required to attend the EOI presentation meeting scheduled to be held on (date) 16.10.2020 from 10:00AM onwards. The venue of the meeting will be at Clinical Development Service Agency, Faridabad. Interested firms are invited to attend the same with a written statement of their queries/suggestions.

All future Corrigendum / Addendums etc. (if any); will be notified only on the website(s): [www.eprocure.gov.in](http://www.eprocure.gov.in) or <https://thsti.res.in/cdsa>. Prospective vendors are therefore advised to regularly visit these websites for any such updates. No separate information in this regard shall be communicated by the Institute to vendors through any other mode of communication.

**Faculty In-charge, CDSA**

## Schedules and Contact Information

<b>Name of the Organization</b>	Clinical Development Services Agency (CDSA)
<b>Date of issue of EOI document</b>	22/09/2020
<b>Last Date and Time for submission of EOI applications / proposals</b>	14/10/2020 till 3:00PM.
<b>Date and Time of Opening of Proposals</b>	15/10/2020 at 3:00PM.
<b>Date and Time for presentation from the prospective vendors</b>	16/10/2020 from 10:00AM onwards
<b>Venue for Opening of proposals and presentations</b>	Clinical Development Service Agency, Faridabad
<b>Contact person</b>	Sh. Rajeev Sharma, Section Officer (S&P), THSTI, Faridabad, Tel: 0129 - 2876433
<b>Email ID</b>	<a href="mailto:rajeevsharma@thsti.res.in">rajeevsharma@thsti.res.in</a>

### Note:

Any Addendum / Corrigendum / Extension of Dates / Clarifications / Responses to vendors' queries in respect of this EOI shall only be posted on our website: [www.thsti.res.in/cdsa](http://www.thsti.res.in/cdsa) or CPPP website: [www.eprocure.gov.in](http://www.eprocure.gov.in) and no separate notification shall be issued in the press. Vendors are therefore requested to regularly visit the cited website to keep themselves updated in this context.

## 1. INTRODUCTION

Clinical Development Services Agency is an extramural unit of Translational Health Science and Technology Institute, an autonomous Institute of the Department of Biotechnology, Ministry of Science and Technology, Govt. of India. It was created to facilitate development of affordable healthcare products for public health diseases. Registered as a not-for profit research organization, it aims to develop an ecosystem for training and learning and work with public sector institutions, and small and medium enterprises (SME) to translate innovative technologies into medical products for public good. Currently, CDSA is looking for companies who have expertise in providing A Learning Management System (LMS) and the Design, and development of an e-learning course on the Rational use of medical products in the form of lectures, videos, case studies, presentations/images online interactive sessions such as webinars and evaluations. The e-course will be hosted on the LMS. The company has to provide training, support and maintenance throughout the contract period.

## 2. SCOPE OF WORK

### 2.1 Objective

Design & Development of a Learning Management System (LMS) which will be leveraged by CDSA to host a series of online courses. The first course planned is an e-learning course for the "Rational Use of Medical Products". The technical content for the course will be provided by CDSA and will contain lecture material in the form of presentations/images, videos, case studies, with graphics and animation (wherever applicable). An interaction with the course participants via webinar mode will be conducted. Exit assessment (with or without remote proctoring) will be inbuilt (Course admin can choose any option). E-Certificate to learners passing out after clearing the passing percentage and validation of the e-Certificates will be inbuilt in the LMS.

The vendor will have the sole responsibility to design the LMS as per desired functionality and take the technical content provided by CDSA to design the online course. The vendor is not required to be proficient with relevant knowledge pertaining to the course to be designed.

The vendor will also assist CDSA in the recording and editing of lecture videos required as a part 7 of the course. The entire content will be provided by CDSA. CDSA will share a reviewed content and the final review and sign off will be by CDSA and WHO. Competent and professional organizations/firms having proven expertise in design, development, implementation and maintenance of such jobs are requested to submit their bids against this tender document.

Course: Rational use of medical products.

The above course will be developed jointly by THSTI and the WHO India country Office based on inputs from an Advisory Group (AG) of experts. The AG will comprise of members from THSTI, CDSA, WHO India Country Office and relevant subject matter experts.

### 2.2 Broad Scope of Work

Any services, functions or responsibilities not specifically described in the contract, but which are inherent, necessary or customary part of the services or are required for proper performance or provision of the services in accordance with the broad Scope of work or Indicative list of required features, shall be deemed to be included within the scope of the work to be delivered for the charges, as if such services, functions or responsibilities were specifically described in the scope of work.

#### The proposed work includes:

1. Design and development of a Learning Management System (LMS) to host online e-courses. The LMS should be intuitive, easy to use and navigate. The LMS should allow for user registration, hosting and deployment of e-learning courses, course evaluations and course certifications.
2. Design, development, deployment of an e-learning course on the Rational Use of Medical Products. The Course will comprise of upto 24 lectures. This excludes lecture 0 which is the course overview.
3. Each lecture will have ~25 to 35 MS PowerPoint slides (this excludes the intro and separator slides).
4. Lecture 0 will have ~05 to 08 MS PowerPoint slides (this excludes the intro and separator slides).
5. The lecture overview and recap of each lecture would be completely in animation/graphics form and the rest of the lecture material would be in slides/images with graphics and animations, wherever required.
6. Each lecture will be delivered by a faculty who is an expert in the area. The recording and editing of the lecture will also be the responsibility of the vendor.

The work involves the design of an LMS to support e-learning courses and use the platform to design (only non-technical bits, with content to be provided by CDSA) the e-learning course on Rational Use of Medical products. This will include the conversion of each lecture (lecture 8 content will be provided by CDSA) into an approved format. Approved format will be decided on the basis of sample provided by the

vendor to the advisory group comprising of WHO India Country Office and the THSTI, CDSA management and relevant experts.

### **2.3 Mandatory Features of LMS**

1. The LMS should have a well-designed and easy to navigate user Interface
2. The LMS should be able to deliver all types of content e.g. text, graphics, audio, video etc. and support multi-lingual requirements.
3. The system should be fully browser based and should not require any client side software installation. The LMS should be browser independent i.e. it should work on all popular browsers such as Chrome, Mozilla, Internet Explorer, Safari
4. The portal server should be platform independent, i.e., it should work on multiple operating systems (e.g., Windows, Linux, Solaris, iOS). It should also be mobile compliant without compromising on user experience
5. Enable self-learning with learning assessment and learning quizzes
6. SMS alerts, Email, In-App alerts about pending course deadlines
7. Ability to report and archive course completion status and history per User
8. Ability to issue a certificate at end of course with a unique, verifiable certificate number.
9. Learn on the go, with short targeted inputs tailored to personal needs, gamification options to excite, motivate and engage (The content for this to be provided by CDSA)
10. Mobile learning app with an option of offline functionality and ability to restart the course from where it was left
11. There should be an integrated portal for access to Learning Materials, Threaded Discussion Groups, Online Notice Board, Synchronous Collaboration (Chat, Whiteboard), Arrangement / Personalization of the portal et
12. The system should be able to handle a minimum of 1.5 lakh front-end user records with expansion capabilities
13. It should be able to support upto 25 concurrent courses
14. The LMS should provide for capabilities to enforce access controls to protect user information from manipulation and any unauthorized access.
15. The courses on the LMS should be brandable - branding (inclusion of logos, usage of fonts and colors etc.) as per the requirements
16. The LMS should support inbuilt online User survey to assess effectiveness of the course and general feedback support.
17. The LMS should support the existing online payment gateways currently operational in India.
18. The LMS should have in-built option to schedule interactive sessions with the participants (through internal mode or external mode like Skype/GoTo Meeting/Webex, etc.)
19. The LMS should be able to create online groups – chat rooms for giving exercises, if applicable during the course.
20. The LMS should provide remote proctoring tool (inbuilt or additional).
21. The LMS should have the capacity to generate e-Certificate automatically once the learner clears the passing criteria.
22. The LMS should be able to provide validation of the e-Certificates released earlier.

#### **Desirable features:**

1. The system should support management of all types of learning events, i.e., standard instructor- led courses, e-learning courses, seminars, workshops, conferences, webinars etc.
2. Online Webinars: There should be option for conducting online webinars for select trainings.
3. Virtual Classrooms: There should be option for conducting virtual classrooms, trainings etc. where participants can connect online and participate like a regular training program. It may have groups/chat rooms for group work.

The LMS solution shall be implemented keeping in mind competencies defined as per the e-Governance Competency Framework (e-GCF) and any other e-Governance training requirements. As per DeitY (Government of India) policy, preference shall be given Open Source Software (OSS). However, CDSA is open for both Closed Source Software (CSS) and Open Source Software (OSS). The Vendor shall provide justification of exclusion of OSS in their response as the case may be.

CDSA will decide by comparing both OSS and CSS options with respect to capability, strategic control, scalability, security, life time costs and support requirements.

## 2.4 Course general features:

**License: Perennial, sole proprietorship with CDSA-THSTI**

**Server: With or without CDSA-THSTI**

### **A. User management**

- 1) Creation of User (for privilege user)
- 2) Direct user registration through LMS – payment (payment gateway) or non-payment options (if course is free then non-payment option) (For participants/learners)
- 3) List of users registered on the portal and course status

### **B. Course management (Admin)**

- 1) Create Courses (Free/Paid)
- 2) Add Instructor/Faculty details
- 3) Add course content -- topic/module/lecture wise – Video/PPT/PDF format
- 4) Activate Discussion Forum – specific to course
- 5) Add Assignments, MCQ Quiz – Course progress

### **C. Learning Management (User)**

- 1) Assign course to User
- 2) Check progress of leaning by user
- 3) Send alerts (SMS, email) – payment, non-completion of assignments, notifications, etc.
- 4) Reviews by User on courses
- 5) Exit assessment test upon the completion of course
- 6) Remote proctoring, wherever applicable
- 7) Payment gateway, wherever applicable
- 8) Certificate on completion (auto mode, based on pre-set criteria)
- 9) Validation of e-Certificate

### **D. Notifications**

Auto notifications (SMS, email) for all important events like registration, successful payment completion if applicable), course enrolment, pending enrolment process, pending course completion activities, certificate to user, etc.

## 3. EVALUATION METHODOLOGY

The methodology for finalization of work proposal will be in two stages. The first stage comprises the proposal for the said EOI. The proposal / application and presentations from the prospective vendors / organizations will be reviewed by the designated committee of the CDSA. Only shortlisted organizations shall be qualified for the second stage and required to submit their techno-commercial bid for further evaluation by the CDSA.

Upon review of applications, interaction with vendors and their subsequent presentation, the shortlisting will be done on the basis of below parameters:

1. Professional competence of the vendor
2. Application features suggested
3. Presentation and live demo
4. Prior-experience of performing same set of work exhibited through testimonials/references. (This will be verified by CDSA-THSTI).
5. Ability to communicate the organizational expertise
6. Understanding of scope of work
7. Ability to communicate the tentative plan for execution of the scope of work

Shortlisted vendors shall be informed through email. The decision of the Institute Committee for shortlisting of the vendors shall be final.

## 4. EOI Processing Fees

A non-refundable processing fee of Rs. 500/- (Five Hundred Rupees Only) in the form of a Demand draft or a Pay Order drawn in favour of “**CLINICAL DEVELOPMENT SERVICES AGENCY**” Payable at Faridabad, Haryana has to be submitted along with the EOI response. Bids received without or with inadequate EOI processing fees shall be liable to get rejected.

- a) Documents to be uploaded in .pdf format only.
- b) The original payment instrument like Demand Draft/Bankers Cheque / Pay Order of any Nationalized

Bank against EOI processing fees should be sent to the address - Clinical Development Services Agency (CDSA) 3rd Floor, Translational Health Science and Technology Institute building, Third milestone, Gurugram - Faridabad Expressway, Faridabad, Haryana by post/speed post/courier/by hand before proposal opening due date & time.

c) NSIC/ MSME registered firms are exempted from payment of EOI processing fees. For claiming exemption such firms are required to enclose a valid NSIC / MSME Certificate.

## 5. General Terms and Conditions:

- i. Following terms are used in the document interchangeably to mean:
  - a. Vendor – signify those who submit proposal towards the EOI.
  - b. Application / Proposal – signify the documents submitted in response to this EOI.
- ii. **Timely Submission:** Vendors are solely responsible for timely submission of the EOI proposals to the location as mentioned above, set forth herein prior to the stated Proposals Submission due date and are solely responsible for delays in receipt, including but not limited to third party carriers. Proposals not received on or before the last date and time of submission will not be considered.
- iii. **Opening of Proposal:** Proposals will be opened online. CDSA reserves the right at any time to postpone or cancel a rescheduled bid opening. The bids will be opened at the address mentioned above.
- iv. **Use & Release of Vendor Submissions:** CDSA is not liable for any cost incurred by the Vendor in the preparation and production of any Proposal, the preparation or execution of any benchmark demonstrations, simulation or laboratory service or for any work performed prior to the execution of a formal contract. All materials submitted will become the property of CDSA and may be returned at its sole discretion. The content of each Vendor's Proposal will be held in strict confidence during the evaluation process, and details of any Proposals will not be discussed outside the evaluation process.
- v. CDSA reserves its right to evaluate/shortlist/accept/reject/eliminate any vendor at any stage without assigning any reasons and it is at the sole discretion of the Bank to provide any reason thereof to the vendor.
- vi. **Validity Period of Proposals:** The proposals submitted will be valid for a period of one year from the date of submission. CDSA reserves the right to shorten or extend the validity period.
- vii. **Award of Work:** Proposal submission does not guarantee any commitment by CDSA to award work.



## APPLICATION FORM

### For

Design and Development of Learning Management System (LMS) in respect of e-learning courses on the Rational use of medical products **at Clinical Development Services Agency (CDSA), THSTI, NCR Biotech Science Cluster, Faridabad**

To,

The Competent Authority  
Clinical Development Services Agency (CDSA)  
3rd Floor, Translational Health Science and Technology Institute building  
Third milestone, Gurugram - Faridabad Expressway,  
Faridabad, Haryana

Sir/Madam,

In response to the Invitation for Expressions of Interest (EOI) published on 08.09.2020 for the above purpose, we ( name of the firm ) would like to submit our proposal to express interest to carry out the proposed task for Design and Development of Learning Management System (LMS) in respect of e-learning courses on the Rational use of medical products at Clinical Development Services Agency (CDSA), Faridabad as per EOI along with conformity and acceptance of the terms mentioned in the EOI document.

We agree to abide by terms and conditions of this Eoi for requisite period as fixed in the EOI document. Further, it shall remain binding upon us and accepted at any time before the expiry of that period. The details of our firm are as follows:

1. Name of the Firm:
2. Mailing Address:
3. Telephone Number::
4. E-mail Address:
5. Name and Designation of the contact person
6. Year of establishment and constitution of the organization:
7. Establishment registration details with PAN and GSTIN (enclose copy of the documents)
8. Details of Management:
9. Whether the firm/ organization has any widely accepted certifications. If yes, furnish certified copies:

10. Turnover for the last three financial years:

11. List of projects in the last three years in which firm/ organization/consultant has delivered services similar to that in proposed advertisement:

Name of the Project	Year	Country	Value	Clients Name with details of contact person	Short description of the Project

12. Whether the following documents have been enclosed with the application:-  
**(This checklist to be uploaded in excel format also)**

1	A capability statement	Yes/ No
2	A write up on the understanding of the assignment as detailed in EOI document.	Yes/ No
3	Company / Organization profile giving details of current activities and management structure	Yes/ No
4	Evidence of incorporation	Yes/ No
5	Annual report including balance sheet and profit and loss account statement for the past three Years /Income tax related documents.	Yes/ No

(Signature of the Vendor)

Name:  
Place:  
Date: