Request for Proposal (RFP) for Selection of Managed Service Provider (MSP) for Learning Management System (LMS)
Disclaimer

The information contained in this Request For Proposal document (RFP) or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of the National Crime Records Bureau (NCRB), Ministry of Home Affairs, Government of India or any of its employees or advisers, is provided to Bidders on the terms and conditions set out in this RFP.

This RFP is not a Contract and is neither an offer nor invitation by NCRB to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals in pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by NCRB in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for NCRB, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct his own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. NCRB accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. NCRB, its employees and advisers make no representation or warrant and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

NCRB also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this RFP.

NCRB may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP. The issue of this RFP does not imply that NCRB is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for this project and NCRB reserves the right to reject all or any of the Proposals without assigning any reason whatsoever.
The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by NCRB or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Bidder and NCRB shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or in submission of the Proposal, regardless of the conduct or outcome of the Selection Process.
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Instructions

This RFP is meant to invite proposals from interested bidders (selected bidder is referred as Managed Service Provider or MSP in this document) capable of delivering the services described herein.

This RFP is divided into five Parts as follows:

**Part I** – Contains General Information and Instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, Validity period of tenders, etc.

**Part II** – Contains essential details of the items/services required, such as the Schedule of Requirements (SOR), Technical Specifications, Delivery Period, Mode of Delivery and Consignee details.

**Part III** – Contains Standard Conditions of RFP, which shall form part of the Contract with the successful Bidder.

**Part IV** – Contains Special Conditions applicable to this RFP and which shall also form part of the contract with the successful Bidder.

**Part V** – Contains Evaluation Criteria and Format for Price Bids.
# Part I – General information

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Items of Information</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Name of the contact person for any clarification</td>
<td>Dr. Prashun Gupta Dy Director (C-II) Address:- National Crime Records Bureau NH-8 Mahipalpur New Delhi - 110037. e-mail: <a href="mailto:nctc@ncrb.nic.in">nctc@ncrb.nic.in</a></td>
</tr>
<tr>
<td>4</td>
<td>Job Requirement</td>
<td>Selection of Managed Service Provider (MSP) for Learning Management System (Moodle).</td>
</tr>
<tr>
<td>5</td>
<td>Publication of the RFP Notification</td>
<td>17.01 .2020 at 1400 Hrs</td>
</tr>
<tr>
<td>6</td>
<td>Date till which the RFP response should be valid</td>
<td>180 days from the opening date of Proposal.</td>
</tr>
<tr>
<td>7</td>
<td>Cost of Tender Document</td>
<td>There is no cost for purchase of tender document. The RFP document can be downloaded from website <a href="http://www.ncrb.gov.in">www.ncrb.gov.in</a></td>
</tr>
<tr>
<td>8</td>
<td>Last date for receiving written queries / clarifications</td>
<td>07.02. 2020 till 1800 Hrs. All the queries should be received on or before the prescribed date and time, through email only with subject line as follows: “Pre-Bid queries -&lt;Bidder’s Name&gt;“. The queries should be submitted as per the format prescribed in <strong>Annexure 4(a)</strong> of the RFP. The Pre-Bid queries to be sent to the following Email Ids: Email ID : <a href="mailto:nctc@ncrb.nic.in">nctc@ncrb.nic.in</a></td>
</tr>
<tr>
<td>9</td>
<td>Time, Date &amp; Venue of Pre-Bid Conference</td>
<td>12.02.2020 at 1500 Hrs at Conference Room, National Crime Records Bureau, NH-8 Mahipalpur, New Delhi-110037.</td>
</tr>
<tr>
<td>10</td>
<td>Last date and time for submission of Bids</td>
<td>04.03.2020 till 1800 Hrs.</td>
</tr>
<tr>
<td>11</td>
<td>Addressee and address at which the bid is to be submitted.</td>
<td>Director National Crime Records Bureau NH-8 Mahipalpur, New Delhi-110037</td>
</tr>
<tr>
<td>12</td>
<td>Bid Security /Earnest Money Deposit Amount Payable.</td>
<td>Bidders(*except MSEs) shall submit, along with their Bids, Bid Security/Earnest Money Deposit(EMD) of INR 20,00,00/- (Rupees two lakh only) in the form of a bank guarantee or Demand Draft / Pay Order drawn from a Nationalized/ Scheduled bank in favor of “PAO, DCPW”, payable at New Delhi. *Refer General Financial Rule 2017(GFR 2017), Rule 170-Bid security.</td>
</tr>
<tr>
<td>13</td>
<td>Opening of Technical proposals</td>
<td>13.03.2020 at 1500Hrs</td>
</tr>
<tr>
<td>14</td>
<td>Date for the opening of Financial proposals for technically qualified bidders</td>
<td>To be announced later</td>
</tr>
</tbody>
</table>

**Note:-**

1. A Bidder cannot be allowed to submit more than one Bid.
2. Bidder should have to meet all requirements given in this RFP.
3. Any amendment/corrigendum to the RFP document shall be posted on the NCRB’s website “www.ncrb.gov.in”.
4. The NCRB reserves the right to call for any other details or information from any of the Bidders.
5. NCRB reserves all rights to reject any bid at any time, at any stage, fully or partly for whole process and/or for particular bidder and also reserves all rights, at any time to add, alter, modify, change, edit & delete any condition at any stage, and any of these terms and conditions or replace fully or partly for whole process and modify without assigning any reasons whatsoever prior to Last date of submission of bid. In this regard, the decision of NCRB shall be final and binding on all the participants. NCRB also reserves the right to cancel the entire tender process without assigning any reason.
6. All cutting/overwriting should be duly attested by authorized Signatory. Use of correction fluid is strictly prohibited.
Part II – Essential Details of Services required

1. Background

   National Crime Records Bureau (NCRB) is part of the Ministry of Home Affairs (MHA), Government of India. It was set-up to function as a repository of information on crime and criminals so as to assist the investigators in linking crime to the perpetrators. Its mission is to Empower Indian Police with Information Technology and criminal Intelligence to enable them to uphold law and protect people, to provide leadership and excellence in crime analysis particularly for serious and organized crime.

   Cybercrime is becoming a global phenomenon and a worldwide concern. As cybercriminals face no boundaries, the traditional law enforcement approach is becoming obsolete. If the borders and artificial boundaries set up by countries are becoming a big obstacle to investigate and prosecute traditional crime, the concerns are even bigger in regards to identifying, investigating, prosecuting and bringing cybercriminals before justice. Indian Cyber Crime Coordination Centre (I4C) aims to overcome obstacles by assisting state law enforcement agencies in all aspects regarding cybercrime intelligence development and sharing, training, forensics, research, and also by facilitating exchange of information and cooperation amongst them. A vital aspect for fighting cybercrime is that the state law enforcement agencies have cyber intelligence, investigation and forensic units that are fully prepared, both from the equipment and the knowledge point of view, to face cybercriminals and their destructive actions. Most states have full-fledged cybercrime investigation units. However, there is often a skills-shortage among law enforcement officials regarding cybercrime investigative techniques and digital forensics that can pose a challenge for these units’ establishment. I4C is aiming to develop and coordinate trainings as an effort to strengthen capacity and promote a coordinated response to cybercrime. Opportunities to learn from experienced cybercrime investigators and digital forensics specialists are essential to this capacity building process.

   ‘Traditional Crime’ (like homicide, robbery, theft/burglary, economic offences etc.) has declined sharply in recent decades in developed countries including US and UK, but new types of crimes—many of them enabled by computer technology—have begun to proliferate. Criminals are using technology to invent new types of crime, and are creating new methods for committing traditional crimes. New crimes, like “ransomware,” (a type of online attack that blocks victims’ access to their computers until they pay a ransom), “sexortion” (sexual exploitation, in some cases by blackmailing victims with the threat of disseminating sexual images of them) and synthetic identity the (taking pieces of information from multiple people to create an entirely new, fictional identity that can often be exploited for long periods of time) have become a billion-dollar-a-year enterprise. Moreover, many new crimes like Phishing, trolling, malware, online scams, revenge porn and the child sexual exploitation largely remain unregistered and undetected.
Technology is changing how some long-established types of crimes are committed today. For example, drug dealers are discovering they can move larger quantities of illegal drugs more easily and with less risk via “dark web” internet marketplaces and postal mail than they can by selling drugs on the streets. Nearly every type of crime today has a digital component. Investigators today are encountering a wide array of digital data captured by a variety of devices—smart phones, laptops and tablets, GPS systems, Fitbits and other wearable technologies, closed-circuit television, and the growing body of “Internet of things” devices. Likewise, future technologies, such as driverless cars, virtual reality and implant technology, will pose new risks and opportunities for the police service. Digital evidence being latent, volatile, time-sensitive and most often, foreign located, poses significant challenges to the Law Enforcement Agencies (LEAs). New technologies like Encryption often restrict/prevent police access to information as well as evidence in digital space. At times, even with the assistance of service providers and a court order, police may not be able to access encrypted data. Criminals are exploiting technology, and the tools to preserve anonymity online, more quickly than law enforcement is able to bring new techniques to bear. Just as criminals learn to exploit new technologies and invent new modus-operandi, LEAs need to make use of technological innovation and develop new investigative measures to counter the threat of new and emerging crimes. To prevent, detect and combat the emerging crimes, the LEAs need to acquire critical new skills and build capacities in investigating officers and prosecutors.

Cybercrime poses a significant challenge to law enforcement agencies worldwide. While, it is perhaps no longer a novelty, the ways in which criminals exploit technology are evolving at an increasingly rapid pace, causing serious concern to law enforcement. The latest developments in technology are being adopted by cybercrime networks to shape new, unique and innovative modus operandi with little time lag. The information infrastructure is increasingly under attack by cyber criminals. The number, cost and sophistication of these attacks are increasing sharply. Most of these attacks are transnational by design, with victims spreading throughout the world, necessitating multi-jurisdictional or transnational investigations. Traditional modes of training through books, boards, PowerPoint / PDF-based approach are not very suitable for advanced trainings to combat cybercrime. There is need for more practical training, something based on simulated environments. However, given the need of volumes, the proposed methodology should be scalable.

The challenges of cybercrime trainings can be summarised as:

(i) Traditional PowerPoint/ PDF-based approach not very suitable
(ii) Number of officers to be trained (volume)
(iii) Inaccurate assessments of needs of Law Enforcement Agencies (LEAs)

The expanding ubiquity, frequency, and severity of cybercrimes entail LEAs to think beyond the one-size-fits-all training strategy. In devising new counter-responses, continual advancement in knowledge and skill of cybercrimes is a core imperative. Capacity-building
for LEAs must be seen in the context of boosting the capabilities in these functional areas like to detect cybercrimes, to receive complaints about cybercrimes, to be a first responder to the complaints about cybercrimes, to collect cyber crime threat intelligence about cyber criminals and criminal infrastructure, to register criminal complaints about cybercrimes, with all details, to investigate cybercrime cases, to do forensic as well as data analytics related to cybercrime cases, to collect admissible evidence and launch prosecution in cybercrime cases, to prepare and launch public awareness campaigns to prevent cybercrimes, to work with researchers, academia and private sector to improve cyberspace security; to liaison with international LEAs and service providers

In order to create a suitable training curriculum, we first need to identify what are the roles or professional categories that have duties related to cybercrime investigations and digital forensics, and identify what are the core skills they should possess. Below are the proposed series of roles and skills needed. The roles have been grouped on several tracks in order to structure the training curriculum.

(i) **Responders Track:** Duty Officer is the Frontline officer that receives and offers first line response to complaints involving crime using technology. He/She needs to assess complaints and respond appropriately to instances of crime using technology and make appropriate referrals where required and/or necessary.

(ii) **Forensic Track:** Digital Forensics Specialist: The main job of a Digital Forensics Specialist is to make recovery and do investigation of material found in digital devices. The Digital Forensics Specialist has a technical background and has to be able to apply knowledge of computer forensic principles in the identification and collection of digital evidence.

(iii) **Investigation Track:** General Investigator is the police officer that handles criminal cases in a wide variety of police operational units. This investigator handles increasingly more technological related issues regarding the cases that he is required to solve and needs good cybercrime and digital forensics awareness Skills.

(iv) **Intelligence Track:** Cybercrime Intelligence Officers/Analysts are identifying and producing intelligence on cybercrime from raw information; assembling and analyzing multi-source operational intelligence; preparing and presenting intelligence briefings; preparing planning materials for photographic reconnaissance missions; analyzing the results, and preparing reports. They are required to prepare graphics; overlays and photo/map composites; plotting imagery data using maps and charts; providing input to and receive data from computerized intelligence systems and maintaining intelligence databases, libraries & files.

(v) **Management Track:** These professionals deal directly with cyber investigators and experts. They should take informed decisions in cybercrime cases or in other complex investigations involving cybercrime elements. Their role is to coordinate staff, allocate resources and prioritize policing activities. They should have detailed
overview of the capacity, capabilities and needs of the unit and provide it with the relevant training and tools that enable or facilitate investigation and examination of the evidence. Another function is to represent the unit when dealing with external stakeholders. They need at least a minimum of hands-on practical experience to evaluate operational and strategic activities and the ability to communicate effectively with their staff and external experts.

(vi) **Judiciary / Prosecution Track:** - **Judges / Prosecutors** handle a wide variety of criminal cases. They should get an awareness of how crime can be facilitated by technology and what digital evidence is and how it can be used in a case.

Cybercrimes introduce unanticipated risks and effects, creating greater urgency to equip investigators with new skill-sets. One such area is the establishment of a cloud-based training platform that comprises a networked and nodal nature, parallel to that of cyber security. **Simulated Cybercrime Scenarios** are the key component of such a training model. Besides preparation of traditional modes of training through books, boards, power point/PDF-based approach, there is a strong need for more trainings based on simulated environments. This would mean creation of scenarios, including digital exhibits (logs, etc.) for extraction by trainees using forensic tools preloaded on the infrastructure, using appropriate procedures.

This platform can be pivotal to increase shared knowledge and skills for investigators and connect LEAs and stakeholders. This system provides a standardized approach with a curriculum that is modular and highly adaptable to each person’s needs and interests while still providing core fundamental skills needed for each track. The basic requirements for all the professional tracks should be fulfilled through **online modules.**

2. **Eligibility Criteria**

This invitation to respond is open to individuals/partnership/Registered Society (Gov)/proprietary firms/companies engaged in web development and web maintenance activities. The eligible entities must be incorporated and registered under the Indian Companies Act, 1956 or 2013 or The Partnership Act, 1932 or The Limited Liability Partnership Act, 2008 or under relevant law.

The parent company of any subsidiary company, which is seeking qualification on the financial strength of its parent company, would have to give a written undertaking that it would bear all financial or contractual liabilities of the subsidiary with regards to this tender and contractual obligations there under and the subsidiary has been authorized by them to submit the tender for and on their behalf. The parent company of any subsidiary company, which is seeking qualification on the technical strength of its parent company, would have to give a written undertaking that its technical capabilities/resources would be available to the subsidiary company as and when required for the
completion of the subject Contract.

Along with the above Eligibility criteria, bidder has to satisfy the following criteria also.

1. The bidder should have valid registration No. of GST and PAN No. (Copies to be enclosed).
2. The bidder should have valid ESI, EPF Registration and Labour License (Copies to be enclosed).
3. The bidder should have average annual turnover of at least Rupees 1 Crore during last three financial years (i.e. 2016-17, 2017-2018, and 2018-19), however Startups recognised by DPIIT, Govt. of India are exempted from this clause. Copies of the P&L Account and Balance Sheet duly certified by Chartered Accountant must be enclosed with the tender.
4. Must have 5 years or more experience in handling e-learning/Learning Management System (LMS)/Content development/ IT technical Project management. Have done at least one 1 (One) Project in Moodle framework. Must have 3 year hands-on working experience on Linux based system, PHP, MySQL environment is mandatory.
5. The bidder should have not be blacklisted/barred by any Government organization as on date of publication of the RFP.
6. All vendors should have an established record of 5 years. Financials and other supporting document should be provided for this purpose.

3. **Scope of Work**

The scope of this project is customization and maintaining the Moodle Learning management system (LMS). A basic LMS will be provided by NCRB after that vendor has to maintain its functionality in future.

The following work to be performed for the customization of Moodle:

1. Management of online module content in all available formats. The content covers general module information, learning materials, and assessment.
2. Grading of assignments with a variety of grading methods including direct grading, rubrics and written feedback.
3. Communication among module participants in the form of email, blogging, commenting and feedback.
4. A system of user accounts with an advanced access level system.
5. A knowledge base about the module content.
6. A diary and a calendar
7. The website Maintenance shall include day-to-day updating and publishing of content of all existing pages and designing new pages as per the requirement of the NCRB in English, Hindi and other languages simultaneously in conformity with GIGW guidelines.
8. Add/Remove/Modify features in the Content Management System (CMS) of the website (as and when required).

9. Making Changes in the source code of the website (as and when required).

10. Checking and removal of dead and broken links from the website.

11. Archival of information (as per GIGW guidelines).

12. Regular updating of data elements on existing pages.

13. Various types of content should be delivered through the Website. The Indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, multimedia files, Audio/Video files etc.

14. In-built players to enable previewing before download.

15. Coordination with the Data Centre Team for resolving the server related problems/issues, as and when required. Updating the web/application/database servers including installation and configuration of patches and removing security vulnerabilities.

16. Any other work related to Moodle(LMS), if required. During the AMC period, if scope of work is diversified requiring a different skilled manpower other than the one deployed, and then the selected agency shall have to improvise to deliver the requisite resource person to NCRB at no additional cost.

17. During maintenance, the vendor will be ensuring/taking all project related backups regularly.

18. The vendor will be responsible to provide Root Case Analysis (RCA) for any system down time/failure happens.

19. Regular Updation of Moodle frame work.

4. Required Skills of Manpower:

1. Expert level working knowledge on Linux like RHEL/SUSE/Ubuntu/ CentOS etc. based knowledge skill of latest version is required and Integration of Security Services both in Virtual & physical machines and management of Firewall.

2. Should have proficiency in working in Cloud Environment and have expert knowledge about management of Remote Virtual Machines on Cloud Environment.

3. Should have proficiency in hosting the entire Web applications on Remote Virtual Machines on Cloud Environment.


5. Implementation of Security guidelines related to the Moodle as prescribed by NIC and CERT-IN from time-to-time. The developer(s) will be required to interact with the NIC and CERT-IN empanelled agencies for resolving any Security issue in coordination with NCRB.

6. New technologies and developments suggested by NCRB at any stage will be considered by developer.
7. The developer(s) will require to interact with National Cloud Support Team of National Informatics Center (NIC) for resolving any Technical issues in co-ordination with NCRB Design Consideration and Integration Requirements

5. Design Consideration and Integration Requirements

User Characteristics
There are three types of users for the system as listed below:

i. **Administrator**
   Administrator is responsible for system user administration and maintaining system.

ii. **Trainer**
   The Trainer is divided into two roles. One will have right to edit the course content and other one have no any such rights.

iii. **Trainees**
   Trainees are those who will enroll for this course.

6. Functional Requirements

a) Management of online module content in all available formats. The content covers general module information, learning materials and assessment.

Functional Requirement Description.

1. Trainers have access right to add / update / delete course module information
2. Trainer have related access right can add / update / delete course categories
3. Trainers who have access right can upload and download learning materials
4. Trainer have access right to add / update / delete quiz, exam, assessment

b) Grading of assignments with a variety of grading methods including direct grading, rubrics and written feedback.

1. Trainees and Trainers who have access right can check the grading of assignments.
2. Rubrics will be used to assess Trainee’s work.
3. Mean of grades will be used for direct grading.
4. Trainee and Trainer can give feedback on grade book by using their access right.

c) Communication among module participants in the form of email, blogging, commenting and feedback.

1. The Moodle should have email function for Trainee and Trainer.
2. The Moodle should have blog function for Trainee and Trainer.
3. Trainee and Trainer can leave comment and feedback via email or blog.

d) A system of user accounts with an advanced access level system

Moodle must have the below mentioned user account and advanced access level right.

**Internal Interface Requirements**

(i) **Administrator**

Access Right:

i. Customization of the Moodle

ii. Instance, the editing of standard roles, the adding and removal of additional features and plug-ins, the creation, management and deletion of user accounts

iii. Updating user accounts on the basis of the Moodle function.

(ii) **Trainer**

Access Right:

i. Create, edit, manage, view and remove modules, and module content

ii. Assign roles up to and including module creators

iii. Create and edit reports

iv. Create and use SCORM data

v. All the rights which module creator has.

vi. Creates and configures modules.(includes the creation and editing of assignments and grading methods such as rubrics)

vii. Upload and configure content.


ix. Assign trainees to modules.

**External Interface Requirements**

(i) **User Interface**

In Moodle system there is one interface that users can interact. The user
must register into Moodle system and assign the user access right to define the user functionalities. The first page of Moodle must display the login page and ask the user to enter his/her username and password. After login, it must display the course or subject he/she undertakes and all useable functions.

(ii) **Software Requirements**

Moodle system is currently on version 3.6. It should be bought to the latest version and compatible with latest version of the browsers like Firefox, Internet Explorer, Safari and Google Chrome. The server operation system is Ubuntu 18.04 and install Apache2 web server with PHP version 7+. The system should use the database latest version of MySQL to connect Moodle server as database.

All Production system has to be bought on latest version of Moodle and system software including os, web servers, app servers etc.

7. **Technical Requirements (Non-functional)**

   I. **Performance**

   Performance is very important for Moodle system. The system must be able to access and provide all services and functions anytime. The system must be able to connect to MySQL database to query the system data. The systems should run smoothly under the load of 10K+ concurrent users.

   II. **Availability**

   The access of the Moodle system must be available for 24*7. The application and database should have a daily centralized, locally/remote site backup. So that all backup, can be restored, on system failure.

   III. **Capacity Requirements**

   The capacity of the system must be defined as the total number of users in concurrent system. It includes trainees, Trainers and others who are related the Moodle System directly or indirectly. The system software and hardware should support 30% capacity expansion in the future.

   IV. **Security Requirements**

   All user personal data (e.g. personal information, assignment results etc) is a confidential issue.

   The System must be allowed authorized users login only. Therefore, the user account in the system must be unique. All users must be registered and activated by the user account first. The MySQL databases only permit the connection form Moodle System. Before moving to the production server the system must be certified from STQC/CERT-In empanelled by the vendor.
8. Resource Requirements

The indicative role, qualification and experience of key resource personnel are given in Annexure 2.

The minimum requirement of resources is as under:

<table>
<thead>
<tr>
<th>Roles</th>
<th>Key Personnel</th>
<th>Minimum Requirements</th>
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<tbody>
<tr>
<td>Technical Project Manager (Full time)</td>
<td>1 (on site)</td>
<td>1</td>
</tr>
<tr>
<td>Moodle Expert</td>
<td>2 (on site)</td>
<td>2</td>
</tr>
<tr>
<td>System &amp; Data Admin</td>
<td>1 (on site)</td>
<td>1</td>
</tr>
</tbody>
</table>

**NOTE:** - The above resource requirements are minimum requirements. The bidder, based on the understanding of the scope, timelines and deliverables may propose additional resources.

(i) During the technical evaluation, only 4 key resources (Technical Project manager, Moodle Expert, System & Data Admin) will be evaluated. Bidders are expected to provide resume/profiles of the key resources to be deployed on this project.

(ii) NCRB reserves the right to interview the key resources to be deployed on the project.

(iii) In case, any of the proposed resources are found not be performing or not meeting the expectations of NCRB, the MSP shall find a replacement for the resource within one week. NCRB will evaluate the replacement profile and indicate the acceptance / rejection of the profile. If required, NCRB may seek a personal interview of the person being proposed.

(iv) Resources deployed on the project can be replaced by the MSP suo moto with a minimum notice of 2 weeks subject to approval of the proposed resource by NCRB and the replacement resource should be part of transition of 2 weeks. Any transition or notice of less than 2 weeks will attract a penalty of Rs. 50,000. In case of replacement, due to resignation in emergency condition, penalty may be waived off after due consideration.

9. Tasks to be performed during Operations Phase

Following tasks are required to be performed during the Operation phase:

1. Management of online module content in all available formats. The content covers general module information, learning materials and assessment.

2. Grading of assignments with a variety of grading methods including direct grading, rubrics and written feedback.
3. Communication among module participants in the form of email, blogging, commenting and feedback.

4. A system of user accounts with an advanced access level system.

5. A knowledge base about the module content.

6. A diary and a calendar

7. The Moodle Maintenance shall include day-to-day updating and publishing of content of all existing pages and designing new pages as per the requirement of the NCRB both in English, Hindi and other languages simultaneously in conformity with GIGW guidelines.

8. Add/Remove/Modify features in the Content Management System (CMS) of the website (as and when required).

9. Making Changes in the source code of the Moodle (as and when required).

10. Checking and removal of dead and broken links from the Moodle.

11. Archival of information (as per GIGW guidelines).

12. Regular updating of data elements on existing pages.

13. Various types of content should be delivered through the Website. The Indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, multimedia files, Audio/Video files etc.

14. In built players to enable previewing before download.

15. Coordination with the Data Centre Team for resolving the server related problems/ issues, as and when required. Updating the web/application/database servers including installation and configuration of patches and removing security vulnerabilities.

16. Any other work related to the Moodle (LMS), if required. During the AMC period, if scope of work is diversified requiring a different skilled man power other than the one deployed, and then the selected agency shall have to improvise to deliver the requisite resource person to NCRB at no additional cost.

17. During maintenance, vendor will be ensuring/taking all project related backups with successful state.

18. Vendor will be responsible for providing Root Cause Analysis (RCA) for any system down time/failure happens.

19. Documentation and Knowledge Transfer
   i. Managed Service Provider (MSP) shall be required to provide documentation and training to the users associated with the usage of the solution to enable them to effectively operate and perform the relevant functions.
   ii. The MSP must ensure that complete documentation of the solution is provided adhering to best practices/ guidelines in this field.
   iii. The MSP shall provide at least one week of training on the tools and
technologies used for the project to around 30 personnel selected by NCRB. The schedule and content of the training will be finalized in consultation with NCRB.

10. Geographical Scope

The project location will be at National Crime Records Bureau NH-8 Mahipalpur New Delhi-110037 with Data Recovery (DR) at different non-seismic Zone like at Pune, Hyderabad or Bhubaneswar.

Space will be provided in the office for performing tasks relating to the assignment. The MSP can also leverage other location(s) for performing specific activities with the approval of NCRB. However, in any case or under any circumstances, MSP shall not take and use the data of the NCRB outside the premises of the project location without the approval of NCRB.

11. Instructions to Bidders

The bid should be submitted in three parts:

i. Pre-qualification Information

ii. Technical Bid

iii. Financial Bid

The format for the bids is provided in Annexure 3.

The bidder shall submit the information for Pre-qualification in the Form PQ: Pre-Qualification provided in Annexure 3. The bidder will be assessed on the mandatory prequalification criteria provided in the form.

The bidder shall submit the technical bid consisting of following forms:

i. FORM TECH-1: Technical Bid Cover Letter

ii. FORM TECH-2: Bidder’s Organization and Experience

iii. FORM TECH-3: Approach, Methodology and Work Plan

iv. FORM TECH-4: Team Composition and Task Assignment

v. FORM TECH-5: Curriculum Vitae (CV) For Key Professionals

vi. FORM TECH-6: Staffing Schedule

The bidder shall submit the financial bid in Form FIN-1. The bidder should quote one single figure in Indian Rupees as the total project cost. While submitting the financial bid,
following must be kept in mind:

i. The price quoted should include all costs (inclusive of all taxes and levies) associated with the project

ii. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.

iii. The monthly rate of the resources to be deployed on the project should be indicated in the financial bid form.

iv. The financial proposal should not include any conditions attached to it and any such conditional financial bid shall be summarily rejected.

The pre-qualification information, the financial proposal and the technical proposal together with all supporting documents should be submitted in three separate sealed Covers. Each cover should be clearly marked to indicate whether it contains pre-qualification information, technical bid or financial bid.

The three envelopes mentioned above should be placed in a bigger envelope marked “Response to RFP for Selection of MSP for LMS, NCRB” together with the following:

i. Covering Letter from the Bidder as per the format provided in Annexure 3.

ii. A letter of authorization for signing the bid, supported by Board Resolution/a power of attorney.

iii. Earnest Money Deposit (EMD) as per the details provided in the Table- Key Events and Dates (Part-I General Information). Proposals not accompanied by EMD shall be rejected as nonresponsive.

iv. No interest shall be payable by NCRB for the sum deposited as earnest money deposit.

v. The EMD of the unsuccessful bidders would be returned within one month of signing of the contract.

The EMD shall be forfeited in the following events:

i. If Proposal is withdrawn during the validity period or any extension thereof agreed to by the MSP.

ii. If the Bidder, having been notified of the acceptance of its bid by the NCRB during the period of bid validity fails or refuses to execute the Contract Form, if required; or fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidders;

iii. The envelope containing the bid should be delivered to The Director, National Crime Records Bureau, Mahipalpur, New Delhi 110037 by hand or by post on or before the bid submission date and time.

iv. There should not be any financial information in the technical bid.
v. The technical proposal should be submitted in both hard copy and soft copy. The soft copy should be submitted in a CD.

vi. The financial proposal should be in a printed format and submitted in hard copy only. It should be signed by authorized signatory.

vii. Bidders are requested to submit a bid that is to the point and refrain from providing unwanted information that is not relevant to this bid.

viii. A pre-bid meeting shall be held to interact with the prospective bidders. Bidders may seek clarification regarding the RFP by sending their query by email up to the last date of submission of clarifications as mentioned in the Table- Key Events and Dates.

ix. At any time prior to the opening of the technical bids, NCRB can for any reason, either suo moto or arising out of queries of the Bidders amend the RFP document. Any amendment would be communicated/indicated to the bidder as corrigendum to RFP document. The amendment so carried out will be binding on all the bidders. It will be assumed that amendments contained in such addendums have been taken into consideration by the bidders in their offers.
12. Timelines and Deliverables

Broad timeline and deliverables are as under:

<table>
<thead>
<tr>
<th>Phase</th>
<th>Activities</th>
<th>Deliverables</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operations Phase</strong></td>
<td>i. Customization of module as per requirements.</td>
<td>i. Ready to use LMS product with mobile interface.</td>
<td>T + 5 days</td>
<td>T + 24 months</td>
</tr>
<tr>
<td></td>
<td>ii. Uploading of various resources and activities.</td>
<td>ii. Provide managed course curriculum and contents for the six identified tracks.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>iii. Monitoring system performance &amp; troubleshooting.</td>
<td>iii. Project documentations and manuals for admin, Trainer and trainees.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>v. Upgrading system as when required.</td>
<td>v. Back up and maintenance plan.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>vi. Providing support to the end users.</td>
<td>vi. Security testing certificate from CERT-In/STQC.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>vii. Training to NCRB officials.</td>
<td>vii. Trouble shooting plan and documentation.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>viii. Security testing of the application.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ix. Migration to productions server.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**

i. T is the date of acceptance of LOI by the MSP

ii. The duration of the project is 24 months extendable up to 24 months at the same rate.
Part III – Standard Conditions of RFP

The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of the Bid submitted by the Bidder.

1. **Law:** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.

2. **Effective Date of the Contract:** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) or as mentioned in the contract document and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.

3. **Arbitration:** All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to execution or performance, which cannot be settled amicably, may be resolved through arbitration. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 (26 of 1996) or any statutory modifications or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause.

4. **Penalty for use of Undue influence:** The Seller undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Buyer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or dis-favour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the Seller) or the commission of any offers by the Seller or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Buyer to cancel the contract and all or any other contracts with the Seller and recover from the Seller the amount of any loss arising from such cancellation. A decision of the Buyer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Seller. Giving or offering of any
gift, bribe or inducement or any attempt at any such act on behalf of the Seller towards any officer/employee of the Buyer or to any other person in a position to influence any officer/employee of the Buyer for showing any favour in relation to this or any other contract, shall render the Seller to such liability/ penalty as the Buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Buyer.

5. **Agents / Agency Commission**: The Seller confirms and declares to the Buyer that the Seller has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, for the award of the contract to the Seller; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in any way incorrect or if at a later stage it is discovered by the Buyer that the Seller has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Seller will be liable to refund that amount to the Buyer. The Seller will also be debarred from entering into any supply Contract with the Government of India for minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Seller who shall in such an event be liable to refund all payments made by the Buyer in terms of the Contract along with interest at the rate of 2% per annum above LIBOR rate. The Buyer will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

6. **Access to Books of Accounts**: In case it is found to the satisfaction of the Buyer that the Seller has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Seller, on a specific request of the Buyer, shall provide necessary information/ inspection of the relevant financial documents/information.

7. **Non-disclosure of Contract documents**: Except with the written consent of the Buyer/ Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

8. **Termination of Contract**: The Buyer shall have the right to terminate this Contract in part or in full in any of the following cases:-
   
   (i) If the approved vendor/contractor commits breach of any clause of terms and condition of the Contract.
(ii) If the contractor/vendor is not able to complete the assigned work in the specified time frame

(iii) If the contractor/vendor is declared bankrupt or becomes insolvent.

(iv) If the NCRB has noticed that the contractor/vendor has utilized the services of any Indian/Foreign agent in winning this contract and paid any commission to such individual/company etc.

(v) As per decision of the Arbitration Tribunal.

Note: Upon termination of contract, Security deposit (10% of estimated cost) of the vendor/contractor shall be liable to be fortified.

9. Notices: Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent.

10. Transfer and Sub-letting: The Seller has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

11. Patents and other Industrial Property Rights: The prices stated in the present Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. The Seller shall indemnify the Buyer against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of manufacture or use. The Seller shall be responsible for the completion of the supplies including spares, tools, technical literature and training aggregates irrespective of the fact of infringement of the supplies, irrespective of the fact of infringement of any or all the rights mentioned above.

12. Amendments: No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

13. Taxes and Duties:

a) In respect of Foreign Bidders: All taxes, duties, levies and charges which are to be paid for the delivery of goods, including advance samples, shall be borne by the parties under the present contract in their respective countries.

b) In respect of Indigenous bidders

(i) General

a) If Bidder desires to claim for GST extra, the same must be specifically stated. In the absence of any such stipulation, it will be presumed that the prices include
all taxes and levies and no claim for the same will be entertained in future.

b) If reimbursement of any Duty/Tax is intended as extra over the quoted prices, the Bidder must specifically mention for that. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duty/tax will be entertained after the opening of tenders.

c) If a Bidder chooses to quote a price inclusive of any duty/tax and does not confirm inclusive of such duty/tax so included is firm and final, he should clearly indicate the rate of such duty/tax and quantum of such duty/tax included in the price. In the absence of such stipulation in the offer, it may result in ignoring of such offers summarily.

d) If a Bidder is exempted from payment of any duty/tax upto any value of supplies from them, he should clearly state that no such duty/tax will be charged by him up to the limit of exemption which he may have. If any concession is available in regard to rate/quantum of any Duty/tax, it should be brought out clearly. Stipulations like, the said duty/tax was presently not applicable but the same will be charged if it becomes livable later on, will not be accepted unless in such cases it is clearly stated by a Bidder that such duty/tax will not be charged by him even if the same becomes applicable later on. In respect of the Bidders, who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of such duty/tax which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders.

e) Any change in any duty/tax upward/downward as a result of any statutory variation in excise taking place within contract terms shall be allowed to the extent of actual quantum of such duty/tax paid by the supplier. Similarly, in case of downward revision in any duty/tax, the actual quantum of reduction of such duty/tax shall be reimbursed to the Buyer by the Seller. All such adjustments shall include all reliefs, exemptions, rebates, concession etc. if any obtained by the Seller.

f) In case any new tax or levy or cess is imposed or increased by Statute, after the last date stipulated for the receipt of tender including extensions (if any) and the seller thereupon necessarily and properly pays such taxes/levies/cess, the seller shall be reimbursed the amount so paid, provided such payments, if any, is not, in the opinion of the competent authority (whose decision shall be final and binding on the contractor) attributable to delay in execution of work within the control of the seller. The seller shall keep necessary books of accounts and other documents for the purpose of this condition as may be necessary and shall allow inspection of the same by a duly authorized representative of the Government and shall also furnish such other information/document as may require from time to time.
Part IV – Special Conditions of RFP

The Bidder is required to give confirmation of their acceptance of Special Conditions of the RFP mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of Bid submitted by the Bidder.

1. Signing of Contract and Performance Security
   i. The successful bidder shall have to accept the LoI within 10 days of its placement. In case, the LoI is not accepted within the given time limit, it shall be assumed that the bidder is not interested in executing the work. In the event of non-acceptance of LoI, the EMD will be forfeited.
   ii. After acceptance of LoI, the successful bidders shall enter into an agreement with NCRB.
   iii. The bidder shall furnish performance security of an amount equivalent to 10% of the bid value in the form of a Bank Guarantee in favour of PAO, DCPW which shall remain in force till 30 days after the expiry of contract. The EMD of the successful bidders shall be returned on submission of the performance security. The Performa for performance security is at Annexure 4(B).

   Performance security may be forfeited and credited to NCRB in the event of a breach of contract by the MSP.

2. Learning Management System (Moodle) Service Level Agreement (SLA).
   This Service Level Agreement specifically describes the LMS-related services provided by vendor.

   This Service Level Agreement applies to all LMS components (browser, external services, plug-ins, servers, technology, etc.) used by Trainees and Trainers.

   2.1 Vendor Responsibilities

   Vendor will provide maintenance and support necessary to deliver Learning Management System as described in this document, and:
   a. Meet response times associated with the priority assigned to incidents and service requests.
   b. Appropriately notify users (trainees, and administrator) of all scheduled maintenance.
   c. Services provided in Moodle (LMS) must be given in writing to NCRB.
2.2 Moodle Support Requests

NCRB offers four ways to contact vendor with requests for Learning Management System support.

(i) Phone <****>

Phone service is available through the Moodle support office during normal hours of operation. Messages left during off hours will be processed the next business day.

(ii) In-Person

In-person service is available during normal hours of operation. Due to the requirement for identity verification, password resets can only be processed over the phone or in-person.

(iii) Email <*****>

Email requests will be processed during regular business hours. Using the web interface is recommended over email. While both methods are logged in our ticketing system, the web interface ticket will be automatically associated with your department and campus contact information, and it will be visible to the appropriate technicians without requiring manual assignment by the tech help desk.

2.3 Hours of Coverage, Response Times, and Complaint Resolution

(i) Hours of Coverage

Standard Moodle support is provided Monday to Saturday, 9:30am to 6 pm, on regular business days.

(ii) Response

Vendor will use the following guidelines to prioritize support requests; response time will not exceed the time shown, and will be shorter if possible. The time it takes to resolve the issue will vary depending on what’s involved.

2.4 Service Levels Related to payment on Maintenance of LMS.

i. **Level 1 Defects**: The failure to fix has an immediate impact on the end users’ ability to perform critical transactions in the application.

ii. **Level 2 Defects**: The failure to fix has an impact (medium) on the end users’ ability to perform transactions in the application.

iii. **Level 3 Defects**: The failure to fix has an impact (low) on the end users’ ability to use application that while not immediate, can cause the services to degrade if not resolved within reasonable time frame.

**Note**: The severity of the individual Issues will be mutually determined by the NCRB and Vendor.
## 2.5 Penalty calculations

The framework for Penalty, as a result of not meeting the SLA target is as follows:

(i) The performance will be measured for each of the defined service level metric against the minimum/ target service level requirements and the violations will be calculated accordingly.

(ii) The number of violation in the reporting period for each level of severity will be totaled and used for the calculation of penalties.

(iii) A penalty applicable for each of the high severity violations is 2% (two percent) of respective monthly payment to the vendor.

(iv) A penalty applicable for each of the medium severity violations is one 1% (one percent) of respective monthly payment to the vendor.

<table>
<thead>
<tr>
<th>S. No</th>
<th>Level</th>
<th>Response Time</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Performance over the Six months period</td>
</tr>
<tr>
<td>1</td>
<td>Level 1</td>
<td>95% of the Level 1 defect shall be resolved within 4 business hours from the time of reporting (failure) full details</td>
<td>Number of violation for calculation of penalty</td>
</tr>
<tr>
<td>2</td>
<td>Level 2</td>
<td>95% of the Level 2 defect shall be resolved within 16 business hours from the time of reporting (failure) full details</td>
<td>Performance over the Six months period</td>
</tr>
<tr>
<td>3</td>
<td>Level 3</td>
<td>95% of the Level 3 defect shall be resolved within 40 business hours from the time of reporting (failure) full details</td>
<td>Performance over the Six months period</td>
</tr>
</tbody>
</table>
(v) A penalty applicable for each of the low severity violations is (0.5) % (half percentage) of respective monthly payment to the vendor.

(vi) It is to be noted that if the overall penalty applicable for any of the review period during the currency of the contract exceeds 25% or if the overall penalty applicable for any of the successive half-yearly periods during the currency of the contract is above 15% it will be treated as deficiency in providing service and NCRB shall have the right to en-cash the Performance Bank Guarantee or Terminate the contract or both.

2.6 Maintenance and Service Changes

The Change Management process in vendor minimizes unintended service disruptions or other impacts to the NCRB as a result of changes in the production environment. Vendor does this by monitoring, managing, and evaluating changes to maximize service benefits to users while minimizing the risks involved in making those changes.

2.7 Vendor Server Maintenance Schedule and System Status

All IT-related service outages are published to the System Status page or Server Maintenance Schedule. Scheduled maintenance is not included in the calculation of availability metrics.

There are three categories of service outage:

- **Planned Outages:** A planned service outage is work that is planned and scheduled as part of system maintenance and updating. These outages are published minimum one week prior to the scheduled outage.

- **Unplanned Outages:** An unplanned service outage is work due to an unforeseen event or urgent repair to prevent failure. Unplanned service outages are given priority on a case-by-case basis, depending on the type and urgency of the failure. Unplanned service outages will be posted to the System Status page immediately upon vendor becoming aware of the need for the outage.

- **Service Failure:** If a service failure occurs, vendor will post notice of the failure and expected time of resolution to the System Status page immediately upon vendor staff becoming aware of the failure.

3. Payment Schedule:

MSP will receive payments on acceptance of deliverables by NCRB and successful operation. MSP will receive 5 % (of the total Project cost) on each of first four months of successful operation there after 4 % (of the total Project cost) on consecutive month for remaining 20 months. Certificate of Successful operation will
be decided by competent authority only.

4. **Force Majeure clause**

a. Neither party shall bear responsibility for the complete or partial non performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God beyond the control of both the parties as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties’ control that have arisen after the conclusion of the present contract.

b. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

c. The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.

d. Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be sufficient proof of commencement and cessation of the above circumstances.

e. If the impossibility of complete or partial performance of an obligation lasts for more than___ months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of___ days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.
13. Overall Evaluation Process

**Evaluation Criteria** - The broad guidelines for evaluation of Bids will be as follows:-

(a) Only those Bids will be evaluated which are found to be received by the stipulated date and time and fulfilling all the eligibility and qualifying requirements of the RFP, both technically and commercially.

(b) In respect of Two-Bid system, the technical Bids forwarded by the Bidders will be evaluated first by the NCRB with reference to the technical characteristics of the equipments/Services as mentioned in the RFP. The compliance of Technical Bids would be determined on the basis of the parameters specified in the RFP. The Price Bids of only those Bidders will be opened whose Technical Bids would be found qualified after the technical evaluation.

(c) The NCRB has adopted a Two Stage Selection Process (collectively the “Selection Process”) for evaluating the Proposals comprising technical and financial bids to be submitted online. The Method of selection will be on Quality (70%) cum Cost (30%) Based Selection (QCBS) -70:30. The technical quality of the proposal shall be given weightage of 70%. The price Proposal of only those bidders who qualify technically (Minimum Qualifying Marks: 60%) will be opened. The proposal with the lowest cost may be given a financial score of 100 and the other proposal will be given financial score that are inversely proportionate to their prices. The financial proposal shall be allocated weightage of 30%. For working out the combined score, the NCRB will use the following formula:

i. Based on the results of Technical evaluation, financial bids for those bidders will then be opened who qualify in the Technical evaluation.

ii. The Financial bid amount shall be converted into financial score, while considering the financial quote given by each of the Bidders in the financial bid as follows

\[
\text{Financial Score of a Bidder} = \left(\frac{\text{Lowest financial bid/Quote of bidder under consideration}}{\text{bidder under consideration}}\right) \times 10
\]

**Example** - Evolutional Process to be followed.

**Stage 1. Technical Bids Evaluation (Table A)**

<table>
<thead>
<tr>
<th>Bidder details</th>
<th>Technical Marks obtained (Out of 100)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bidder 1</td>
<td>85</td>
</tr>
<tr>
<td>Bidder 2</td>
<td>75</td>
</tr>
<tr>
<td>Bidder 3</td>
<td>80</td>
</tr>
</tbody>
</table>
Stage 2. Normalization of marks (Table B)

Normalized score = (Technical marks obtained by the bidder under consideration/Highest technical marks)*100

<table>
<thead>
<tr>
<th>Bidder Details</th>
<th>Technical: 70% Financial:30 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bidder 1</td>
<td>(85/85)*100 =100</td>
</tr>
<tr>
<td>Bidder 2</td>
<td>(75/85)*100= 88</td>
</tr>
<tr>
<td>Bidder 3</td>
<td>(80/85)*100= 94</td>
</tr>
</tbody>
</table>

Stage 3. Financial Quotations. (Table C)

<table>
<thead>
<tr>
<th>Bidder Details</th>
<th>Financial quote</th>
<th>Calculation</th>
<th>Financial score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bidder 1</td>
<td>1,30,000</td>
<td>{1,00,000/1,30,000}*100</td>
<td>77</td>
</tr>
<tr>
<td>Bidder 2</td>
<td>1,20,000</td>
<td>{100,000/1,20,000}*100</td>
<td>83</td>
</tr>
<tr>
<td>Bidder 3</td>
<td>1,00,000</td>
<td>{100,000/1,00,000}*100</td>
<td>100</td>
</tr>
</tbody>
</table>

Final Score Calculation through QCBS

The final score will be calculated through Quality and Cost Selection method based with the following weightage: Technical: 70% Financial: 30 %

Combined Technical and Financial score = (0.70*Technical score) + (0.30*Financial Score)

Example: Final Score (Table D)

<table>
<thead>
<tr>
<th>Bidders</th>
<th>Technical Score (i) (0.7xNormalised Technical Score)</th>
<th>Financial Score (ii)(0.3xNormalised Financial score)</th>
<th>Final Score(70:30) iii = (i) + (ii)</th>
<th>Rank of the bidder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bidder 1</td>
<td>70</td>
<td>23.10</td>
<td>93.10</td>
<td>H2</td>
</tr>
<tr>
<td>Bidder 2</td>
<td>61.60</td>
<td>24.90</td>
<td>86.50</td>
<td>H3</td>
</tr>
<tr>
<td>Bidder 3</td>
<td>65.80</td>
<td>30</td>
<td>95.80</td>
<td>H1</td>
</tr>
</tbody>
</table>

The proposals will be ranked in terms of total scores of each applicant. The proposal with the highest total score (H 1) will be considered for award of contract.

(d) Rate quoted by the seller in the price bid/format in figures and words shall be accurately filled in so that there shall not be any discrepancy in the rates written in figures and words. However, if a discrepancy is found, the rates which correspond with the amount worked out by the contactor shall unless otherwise proved be taken
as correct. If the amount of an item is not worked out by the contractor or it does not correspond with the rates written either in figures or in words, then the rates quoted by the contractor in words shall be taken as correct. Where the rates quoted by the contractor in figures and in words tally, but the amount is not worked out correctly, the rates quoted by the contractor will unless otherwise proved be taken as correct and not the amount. In event no rate has been quoted for any item(s), leaving space both in figure(s), word(s), and amount blank, it will be presumed that the contractor has included the cost of this/ these item(s) in other items and rate for such item(s) will be considered as zero and work will be required to be executed accordingly.

(e) The Final Acceptable Bid will be considered further for placement of contract/Supply Order after complete clarification and price negotiations, if required, and as decided by the NCRB. The NCRB may award contracts to different Bidders for being lowest in Particular Items. The NCRB also reserves the right to do Apportionment of Quantity, if convinced that Lowest Bidder is not in a position to supply full quantity in stipulated time.

(f) Any other criteria as applicable to suit a particular case.
### Annexure 1: Methodology and Evaluation Criteria for Technical Proposal

The technical evaluation and award of marks shall be done on the following criteria:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Criteria</th>
<th>Maximum Marks</th>
<th>Documents</th>
</tr>
</thead>
</table>
| 1      | **Average annual turnover of bidder in last 3 financial years**<br>(FY 2015-16, 2016-17, 2017-18)<br>  
  i. From 1 crore upto less than 1.5 crore : 07 Mark<br>  
  ii. From 1.5 crore upto less than 2 crore : 08 Marks<br>  
  iii. 2 crore and above : 10 Marks | 10             | i. Audited Financial Statement OR Statutory auditor’s certificate OR Certificate from Company Secretary |
| 2      | This section will be comprises of two parameter Relevant Experience and Qualitative assessment<br>  
  (a) **Relevant Experience**: Experience of implementation as MSP for similar assignments<br>  
  i. Experience in Gov. org. carries 15 marks<br>  
  ii. Experience in PSU carries 10 marks<br>  
  (b) **Qualitative assessment**: Past experience of the bidder in executing similar assignments Gov and PSU or elsewhere carries maximum 15 marks along with Client Satisfaction certificate for similar kind of work.<br>  
  i. 1 Client : 5 Marks<br>  
  ii. 2 - 4 Clients : 10 Marks<br>  
  iii. More than 4 Clients : 15 Marks | 30             | FORM TECH-2 |
|        |                                                                           | 15             |                                                            |
|        |                                                                           | 15             |                                                            |
### Approach and Methodology

Approach and Methodology to perform the work in this assignment

Qualitative assessment based on:

1. Understanding of the objectives of the assignment:
2. Completeness and responsiveness:
3. Proposed approach towards implementation of key functional areas along with innovative suggestions:
4. Qualitative assessment of the proposed solution based on use of proposed product and technology in similar implementation:

<table>
<thead>
<tr>
<th>3</th>
<th><strong>Approach and Methodology:</strong> Approach and Methodology to perform the work in this assignment</th>
<th>30</th>
<th>FORM TECH-3</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Qualitative assessment based on:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>i. Understanding of the objectives of the assignment:</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ii. Completeness and responsiveness:</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iii. Proposed approach towards implementation of key functional areas along with innovative suggestions:</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iv. Qualitative assessment of the proposed solution based on use of proposed product and technology in similar implementation:</td>
<td>10</td>
<td></td>
</tr>
</tbody>
</table>

### Resource Profile

Key personnel proposed for the assignment

Qualitative assessment considering the relevant experience (Exp).

**Project Manager:**

1. Experience 10-12 years: 6 marks
2. Experience 12-15 years: 8 marks
3. Experience beyond 15 years: 10 marks

**Moodle Expert:** (Moodle + Linux, PHP, MySQL based e-learning system)

1. Experience 4 years (2 years + 2 years): 10 marks
2. Experience 6 years (3 years + 3 years): 12 marks
3. Experience beyond 7 years (4 years + 3 years): 15 marks

**System & Database Admin:**

1. Experience 5-7 years: 2 marks
2. Experience 7-10 years: 4 marks
3. Experience beyond 10 years: 5 marks

<table>
<thead>
<tr>
<th>4</th>
<th><strong>Resource Profile:</strong> Key personnel proposed for the assignment</th>
<th>30</th>
<th>FORM TECH 4,5,6</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Qualitative assessment considering the relevant experience (Exp).</td>
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<td></td>
<td><strong>Project Manager:</strong></td>
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<td></td>
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<tr>
<td></td>
<td>i. Experience 10-12 years: 6 marks</td>
<td>10</td>
<td></td>
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<tr>
<td></td>
<td>ii. Experience 12-15 years: 8 marks</td>
<td></td>
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<tr>
<td></td>
<td>iii. Experience beyond 15 years: 10 marks</td>
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<tr>
<td></td>
<td><strong>Moodle Expert:</strong> (Moodle + Linux, PHP, MySQL based e-learning system)</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>i. Experience 4 years (2 years + 2 years): 10 marks</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ii. Experience 6 years (3 years + 3 years): 12 marks</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>iii. Experience beyond 7 years (4 years + 3 years): 15 marks</td>
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<td></td>
<td><strong>System &amp; Database Admin:</strong></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>i. Experience 5-7 years: 2 marks</td>
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<tr>
<td></td>
<td>ii. Experience 7-10 years: 4 marks</td>
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<tr>
<td></td>
<td>iii. Experience beyond 10 years: 5 marks</td>
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<td></td>
<td><strong>Total</strong></td>
<td>100</td>
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</table>

**Note:** A technical Evaluation score shall be assigned to each prospective bidder on the basis of the technical proposal submitted. The technical evaluation score shall be based on the number of points that shall be awarded as per the technical evaluation criteria table. All bidders scoring minimum qualifying 70% marks shall be declared as technically qualified.
### Annexure 2: Key Resource Profile

<table>
<thead>
<tr>
<th>S. No</th>
<th>Roles</th>
<th>Role responsibility (Indicative)</th>
<th>Qualifications and Experience</th>
</tr>
</thead>
</table>
| 1.    | Technical Project Manager    | i. Creating and maintaining project plans and organizing the work environment  
   |                               | ii. Manage project risk and client expectations  
   |                               | iii. Promote communication and coordination at all organizational levels  
   |                               | iv. Help ensure milestones are met and quality is delivered  
   |                               | v. Ensure documentation of the project activities                                                                                                                                  | i Full time graduation degree in Engineering(BE/B.Tech/MCA) and  
   |                               | ii Post-graduation degree in Business Administration or PMP certification with 10 Years’ experience in IT project management.                                                                                                               |
| 2.    | Moodle Expert                | i. Develop and plan required Moodle (LMS) models in response to business needs in conjunction with NCRB  
   |                               | ii. Supervise and integrate Moodle3.2+ (LMS) as required.                                                                                                                        | i Full time graduation degree in Engineering(BE/B.Tech/MCA) and  
   |                               |                                                               | ii Must have 4 years or more experience in handling latest e-learning development Projects, out of which minimum 2 years of experience should be in development related to Moodle framework and 2 year hands-on working Experience on Linux based system, PHP, MySQL environment is mandatory. |
| 3.    | System & Database Admin      | Develop and implement Moodle (LMS) to meet the requirements                                                                                                                      | i Full time graduation degree in Engineering(BE/B.Tech/MCA) and  
   |                               |                                                               | ii Minimum of 5 Years’ Experience with their database software/web applications and  
   |                               |                                                               | iii Understanding of structured query language (SQL), MySQL, |
|   |   | PHP With 5 Years’ experience.  
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</thead>
<tbody>
<tr>
<td>iv</td>
<td>Knowledge of 'relational database management systems' (RDBMS), 'object oriented database management systems' (OODBMS) and XML database management systems.</td>
<td></td>
</tr>
<tr>
<td>v</td>
<td>The ability to work quickly, under pressure and to deadlines.</td>
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<tr>
<td>vi</td>
<td>Up-to-date knowledge of technology and the Data Protection Act.</td>
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<tr>
<td>vii</td>
<td>Ability to work well in a fast paced environment, where the technology is constantly changing.</td>
<td></td>
</tr>
</tbody>
</table>
Annexure 3: Bid Formats

RFP Response Cover Letter

(Original signed copy on company letterhead)

[Date]

To,

Director
National Crime Records Bureau
NH-8 Mahipalpur
New Delhi

Dear Sir,

Ref: Response to Request for Proposal (RFP) for MSP – Moodle (LMS)

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services as required and outlined in the RFP for the project and agrees to abide by this response for a period of 90 days from the last date for submission of RFP response.

The following persons will be the authorized representative of our company/organization for all future correspondence between the NCRB and our organization till the completion of the solution development and operations phase.

<table>
<thead>
<tr>
<th>Details</th>
<th>Primary Contact</th>
<th>Secondary Contact</th>
<th>Executive Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Title</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Company Name</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Phone</td>
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<td>Mobile</td>
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<td></td>
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<tr>
<td>Fax</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-mail</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
We fully understand that in the event of any change in our contact details, it is our responsibility to inform NCRB about the new details. We fully understand that NCRB shall not be responsible for non-receipt or non-delivery of any communication and/or any missing communication from the NCRB to us, in the event that reasonable prior notice of any change in the authorized person(s) of the company is not provided to NCRB.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to the NCRB is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead NCRB in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading, we are liable to be dismissed from the selection process or, in the event of our selection, our contract is liable to be terminated.

We agree for unconditional acceptance of all the terms and conditions set out in this RFP document. We agree that you are not bound to accept any response that you may receive from us. We also agree that you reserve the right in absolute sense to reject all or any of the products/services specified in the RFP response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/corporation/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Authorized Signature:

Name and Title of Signatory: Name of Company/Firm:

**List of Enclosures:**

i. Envelop superscripted “Pre-qualification Information”

ii. Envelop superscripted “Technical Bid”

iii. Envelop superscripted “Financial Bid”

iv. Bid Security(EMD)

v. Letter of authorization
FORM PQ: Pre-Qualification

(Original signed copy on company letterhead)

To,

Director
National Crime Records Bureau
NH-8 Mahipalpur
New Delhi

Dear Sir,

With your Request for Proposal. We are hereby submitting our Pre- Qualification Proposal We, the undersigned, offer to provide the services for Moodle (LMS) in accordance and requisite EMD.

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Particulars</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of the company / firm</td>
</tr>
<tr>
<td>2</td>
<td>Mailing address in India</td>
</tr>
<tr>
<td>3</td>
<td>Telephone number</td>
</tr>
<tr>
<td>4</td>
<td>Fax number</td>
</tr>
<tr>
<td>5</td>
<td>E-mail address</td>
</tr>
<tr>
<td>6</td>
<td>Name and designation of the authorized person</td>
</tr>
<tr>
<td>7</td>
<td>Year of establishment and constitution of organization</td>
</tr>
<tr>
<td>S. No</td>
<td>Prequalification Criteria</td>
</tr>
<tr>
<td>-------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>1</td>
<td>The bidder should be a company, LLP or partnership firm incorporated/registered in India.</td>
</tr>
<tr>
<td>2</td>
<td>The bidder should have been in operation for a period of at least 5 years in India prior to the last date of Submission of bid.</td>
</tr>
<tr>
<td>3</td>
<td>The bidder should have minimum annual turnover of INR 1 Crore from Consulting Services in each of the last three financial years (Financial years 2016-17, 2017-18 and 2018-19)</td>
</tr>
<tr>
<td>4</td>
<td>The bidder should have a consolidated minimum positive net worth as on the last day of financial year 2018-19.</td>
</tr>
<tr>
<td>5</td>
<td>The bidder should have implemented at least two Projects of similar nature in the last 5 years, where consultancy services exceed INR 1crore each. The projects should have gone live or should be successfully completed projects.</td>
</tr>
<tr>
<td></td>
<td>The bidder should have at least 50 people on its rolls in the similar kind of work.</td>
</tr>
<tr>
<td>---</td>
<td>-----------------------------------------------------------------</td>
</tr>
<tr>
<td>7</td>
<td>As on date of submission of the proposal, the bidder should not be blacklisted by Government of India for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices.</td>
</tr>
<tr>
<td>8</td>
<td>As on date of submission of the proposal, the bidder should not be involved in any conflict of interest situation specified in RFP</td>
</tr>
</tbody>
</table>

We hereby declare that all the information and statements made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We understand you are not bound to accept any proposal you receive.

Authorized Signature:

Name and Title of Signatory: Name of Company/Firm:
FORM TECH-1: Technical Bid Cover Letter

(Original signed copy on company letterhead)

To,

Director
National Crime Records Bureau
NH-8 Mahipalpur
New Delhi

Dear Sir

We, the undersigned, offer our proposal to provide MSP for Moodle (LMS) in accordance with your Request for Proposal. We are hereby submitting our Proposal, which includes:

i. FORM TECH-1: Technical Bid Cover Letter
ii. FORM TECH-2: Bidder’s Organization and Experience
iii. FORM TECH-3: Approach, Methodology and Work Plan
iv. FORM TECH-4: Team Composition and Task Assignment
v. FORM TECH-5: Curriculum Vitae (CV) For Key Professionals
vi. FORM TECH-6: Staffing Schedule

We hereby declare that all the information and statements made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification. If negotiations are held during the period of validity of the proposal, we undertake to negotiate on the basis of the submitted proposal.

We understand you are not bound to accept any proposal you receive.

Authorized Signature:

Name and Title of Signatory: Name of Company/Firm
## FORM TECH-2: Bidder's Organization and Experience

### Bidder's Organization

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name</td>
</tr>
<tr>
<td>2.</td>
<td>Date of Incorporation/registration</td>
</tr>
<tr>
<td>3.</td>
<td>Date of Commencement of Business</td>
</tr>
<tr>
<td>4.</td>
<td>Address of the Headquarters</td>
</tr>
<tr>
<td>5.</td>
<td>Address of the Registered Office in India</td>
</tr>
<tr>
<td>6.</td>
<td>Details of expertise with respect to this project</td>
</tr>
<tr>
<td>7.</td>
<td>Other Relevant Information</td>
</tr>
</tbody>
</table>

### Bidder's Experience (Project 1)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name of client</td>
</tr>
<tr>
<td>2.</td>
<td>Name of the person who can be referred to from Clients' side, with name, email and contact number</td>
</tr>
<tr>
<td>3.</td>
<td>Project value</td>
</tr>
<tr>
<td>4.</td>
<td>Brief description of the Project</td>
</tr>
<tr>
<td>5.</td>
<td>Month &amp; year of go-live/completion</td>
</tr>
<tr>
<td>6.</td>
<td>Scope of work</td>
</tr>
<tr>
<td>7.</td>
<td>Supporting documents, copy of the work order/client certificate or certificate by the company secretary of the bidder for the stated project value and implementation status</td>
</tr>
</tbody>
</table>
### Bidder's Experience (Project 2)

<p>| | |</p>
<table>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name of client</td>
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<tr>
<td>2.</td>
<td>Name of the person who can be referred to from Clients' side,</td>
</tr>
<tr>
<td></td>
<td>with name, email and contact number</td>
</tr>
<tr>
<td>3.</td>
<td>Project value</td>
</tr>
<tr>
<td>4.</td>
<td>Brief description of the Project</td>
</tr>
<tr>
<td>5.</td>
<td>Month &amp; year of go-live/completion</td>
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<tr>
<td>6.</td>
<td>Scope of work</td>
</tr>
<tr>
<td>7.</td>
<td>Supporting documents, copy of the work order/client certificate</td>
</tr>
<tr>
<td></td>
<td>or certificate by the company secretary of the bidder for the</td>
</tr>
<tr>
<td></td>
<td>stated project value and implementation status</td>
</tr>
</tbody>
</table>

Authorized Signature:

Name and Title of Signatory: Name of Company/Firm:
FORM TECH-3: Approach, Methodology and Work Plan

[Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal divided into the following three chapters. The evaluation criteria for technical bids is given in Annexure 1]

1. Technical Approach and Methodology,

2. Work Plan, and

3. Organization and staffing

a) Technical Approach and Methodology. In this chapter you should explain your understanding of the objectives of the Assignment/job, approach to the Assignment/job, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach. You should also propose the solution architecture / framework for implementation of this project.

b) Work Plan. The bidder should propose and justify the main activities of the Assignment/job, their content and duration, phasing and interrelations, milestones (including interim approvals by the Employer), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the Scope and ability to translate them into a feasible working plan. A list of the final deliverables should be included here. The work plan should be consistent with the Staffing and Work Schedule.

c) Organization and Staffing. The bidder should propose and justify the structure and composition of their team. You should list the main disciplines of the Assignment/job, the key professional staff responsible, and proposed technical & support staff. The Staffing plan should be consistent with the Staffing Schedule.

Authorized Signature [In full and initials]: Name and Title of Signatory:

Name of Company/Firm:
# FORM TECH-4: Team Composition and Task Assignment

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of Staff</th>
<th>Area of Expertise</th>
<th>Position/Task assigned for this job</th>
<th>Deliverable(s) with which associated</th>
</tr>
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<tbody>
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Authorized Signature:

Name and Title of Signatory: Name of Company/Firm
**FORM TECH-5: Curriculum Vitae (CV) For Key Professionals**

[During the technical evaluation, only 4 key resources (Project manager, Moodle Expert and System& Database Admin) will be evaluated. Please provide resume/profiles of the key resources to be deployed on this project. The bidder shall not replace any Key Professional except with the prior written consent of the employer. The qualifications and required competency for each of the identified roles of key professionals is given in *Annexure 2*.]

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Description</th>
<th>Details to be filled</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Proposed Position [only one candidate shall be nominated for each position]</td>
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<tr>
<td>2.</td>
<td>Name</td>
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<td>3.</td>
<td>Date of Birth &amp; Nationality</td>
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<td>4.</td>
<td>Education [Indicate college/university and other specialized education, giving names of institutions, degrees obtained, and dates of obtainment]</td>
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<td>5.</td>
<td>Membership of Professional Associations</td>
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<tr>
<td>6.</td>
<td>Other Training [Indicate significant training since degrees under ‘Sr. No. 4 – Education’ were obtained]</td>
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<td>7.</td>
<td>Countries of Work Experience [List countries where resource has worked in the last ten years]</td>
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<tr>
<td>8.</td>
<td>Languages [For each language indicate proficiency good, fair, or poor in speaking, reading, and writing]</td>
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<tr>
<td>9.</td>
<td>Employment Record [Starting with present position, list in reverse order every employment held since graduation, giving for each employment (see format here below) dates of employment, name of employing organization, positions held.]</td>
<td>From [Year] To [Year]</td>
</tr>
</tbody>
</table>

From [Year] To [Year]
I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Signature of the professional or authorized signatory

[Full name of professional authorized signatory]

Name and Title of Signatory: Name of Company/Firm:

Place:
FORM TECH-6: Staffing Schedule

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Name of Resource and Role</th>
<th>Months</th>
<th>Total man-month</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>2</td>
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<tr>
<td></td>
<td>Total</td>
<td></td>
<td></td>
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</tbody>
</table>

Note:
1. Staffing Schedule should map month-wise to the Work Schedule and for each activity, the name and designation of staff should be indicated with contribution to effort in man-month equivalent.
2. Total man-months for each month should be indicated in the last row and total man-month effort for each person should be indicated in the last column.
3. Months are counted from the start of the Assignment/job.

Authorized Signature:

Name and Title of Signatory: Name of Company/Firm:
FORM FIN -1: Financial Bid

(Original signed copy on company letterhead)

To,

Director
National Crime Records Bureau
NH-8 Mahipalpur
New Delhi

Dear Sir,

We, the undersigned, offer our proposal to provide MSP for Moodle (LMS) in accordance with your Request for Proposal (RFP). We hereby confirm that the financial proposal is unconditional and we acknowledge that any condition attached to financial proposal shall result in rejection of our financial proposal.

We understand and agree that our financial proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the financial proposal submitted by us.

We understand and agree that assumptions made in the bid proposal shall not have any financial implications.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

<table>
<thead>
<tr>
<th>Particulars</th>
<th>In Figures (INR)</th>
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<tbody>
<tr>
<td>Manpower Cost in INR (A):</td>
<td></td>
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<tr>
<td>Taxes and other duties in INR (B):</td>
<td></td>
</tr>
<tr>
<td>Total Cost C=(A+B):</td>
<td></td>
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<tr>
<td>Total cost in words:</td>
<td></td>
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</tbody>
</table>

[Note: The financial evaluation shall be done on the ‘Total Project Cost (C)’. Taxes and other duties shall not be taken into consideration for evaluation]
### Breakup of Manpower Cost (Refer A above)

#### Key Professional

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Role Assigned</th>
<th>Units</th>
<th>Man-month Rates (A)</th>
<th>Proposed Effective Man months (B)</th>
<th>Total Amount in Rupees. (A)x(B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Technical Project Manager(Full time)</td>
<td>1</td>
<td></td>
<td>24</td>
<td></td>
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<tr>
<td>2</td>
<td>Moodle Expert</td>
<td>2</td>
<td></td>
<td>24</td>
<td></td>
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<tr>
<td>3</td>
<td>System &amp; Database Admin</td>
<td>1</td>
<td></td>
<td>24</td>
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</tbody>
</table>

**Note:**

1. *The above remuneration breakup should include the remuneration of staff to be deployed for the Project including Key Professional and Non-key Personnel. Effective man months for each Role should match with the total effective man month for the role indicated in Form TECH- 6 (Staffing Schedule).*
2. *Role of non-key personnel (Role N1, Role N2 ...) can be mentioned as domain expert, consultant etc. as indicated in Form TECH- 6 (Staffing Schedule).*
3. *Use a common man month rate for each role even if more than one key professional is proposed for the role.*

Authorized Signature Name:

Designation

Name of Company/Firm:
# Annexure 4(a): Format for Request for Clarification

<table>
<thead>
<tr>
<th>S. No</th>
<th>RFP Document Reference(s) (section number/ page)</th>
<th>Content of RFP requiring Clarification</th>
<th>Points on which clarification required</th>
</tr>
</thead>
<tbody>
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</table>

**Name of the Bidder submitting the request**

**Name and position of person submitting request**

**Full formal address of the bidder including phone, fax and email points of contact**
Annexure 4(b): Format for Bid Security

1. Whereas ________ (hereinafter called “the Bidder”) has submitted its bid dated_____ for “Managed Service Provider for Moodle (LMS) for NCRB” (hereinafter called "the Bid") to Director Know all men by these present that We________________________ of Having our registered office at ________________________(Hereinafter called "the Bank") are bound unto the Director (hereinafter called "the Purchaser") to the sum of Rs. _______ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank on this day of.

2. THE CONDITIONS of this obligation are:

   i. If the Bidder, having withdrawn its Bid during the period of bid validity specified by the Bidder on the Bid Form; or

   ii. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity fails or refuses to execute the Contract Form, if required; or fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidders;

3. We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

4. This guarantee will remain in force up to and including 120 days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

________________________________________

(Authorized Signatory of the Bank)

To,

Director
National Crime Records Bureau
NH-8 Mahipalpur
New Delhi.

WHEREAS (name and address of contractor) (herein after called “the contractor”) has undertaken, in pursuance of contract No._________________________ date to execute (name of contract and brief description of works) (hereinafter called “the contract”) AND WHEREAS we have agreed to give the contractor such a Bank Guarantee; NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the contractor, up to a total of ___________(amount of guarantee) _______________________(in words) such sum being payable in the types and proportions of currencies in which the contract Price is payable, and we undertake to pay you, upon your first written demand, and without cavil or argument, any sum or sums within the limits of ___________(amount of guarantee) as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the contractor before presenting us with the demand.

We further agree that no change or addition to or other modification or the terms of the contract or of the works to be performed there under or of any of the Contract documents which may be made between you and the contractor shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification. This guarantee shall be valid until 28 days from the date of expiry of the Defects’ Liability Period.

Signature and seal of the guarantor
Name of Bank
Address

Date

An amount shall be inserted by the Guarantor, representing the percentage of the contract Price specified in the contract and denominated in Indian Rupees.

(Authorized Signatory of the Bank)
Annexure 4(d): Format for Undertaking Regarding Any Conflicting Activities

(Original signed copy on company letterhead)

Are there any activities carried out by your firm or Group Company or any member of the consortium, which are of conflicting nature as mentioned in the RFP. If yes, please furnish details of any such activities.

If no, please certify,

To,
Director
National Crime Records bureau
NH-8 Mahipalpur
New Delhi

We hereby declare that our firm, our associate / group firm or any of the members of the consortium are not indulged in any such activities which can be termed as the conflicting activities under this RFP. We also acknowledge that in case of misrepresentation of the information, our proposals / contract shall be rejected / terminated by the Employer which shall be binding on us.

Authorized Signature:
Name and Title of Signatory: Name of Company/Firm:
Annexure 4(e): Format for Undertaking Regarding Not Being Blacklisted

(Original signed copy on company letterhead)

To,
Director
National Crime Records bureau
NH-8 Mahipalpur
New Delhi

We undertake that, as on date of submission of the proposal, we are not blacklisted by Government of India for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices.

It is hereby confirmed that, we are entitled to act on behalf of our company/corporation/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Authorized Signature:
Name and Title of Signatory: Name of Company/Firm: