Notice Inviting Tender

Name of Work: Design, Development, Review and Launch of Online Pilot Module on One Year Certificate Course (two Semesters of 06 months each) with Audio-Visual Content on 'Appreciation of Indian Art & Culture' And Design, Development, Testing, Implementation and Maintenance of E-learning Management Tool

http://ccrtindia.gov.in/

Director, Centre for Cultural Resources and Training, New Delhi invites Comprehensive Rates for Design, Development, Review and Launch of online Pilot Module on One Year Certificate Course (two semesters of 06 months each) with Audio-Visual Content on 'Appreciation of Indian Art & Culture' and Design, Development, Testing, Implementation and Maintenance of E-learning Management Tool from the reputed and experienced contractors/ firms dealing in the same field for development and implementation as per general terms and conditions, specifications and schedule of work stated in this document.

Tender document and other details can be obtained from our website www.ccrtindia.gov.in. Amendments, if any, will be notified in the above website. The following is the schedule of events for this tender:

Ernest Money Deposit (E.M.D) : Rs. 10,000/-
Publishing of tender : 5th March 2020
Queries to be raised by : 16th March 2020
Meeting for pre-bid queries : 20th March 2020; 11:00 AM
Last date of submission of tender : 27th March 2020; 05:30 PM
Date of opening of technical bid : 30th March 2020; 11:00 AM
Date of opening of financial bid : To be communicated later
Contact Details

Sh. Rajesh Guleria
 Consultant IT,
 CCRT,
 15-A, Sector - 7, Dwarka,
 New Delhi - 110075
 Telephone:(011) 25309300 Extn: 314, 386
 E-mail:- itcell.ccrt@gov.in
1. **Eligibility Criteria**

Essential qualifications for the tenderer/contractor/bidder:

1. Should have minimum 15 years experience and technical expertise in undertaking similar works producing educational training capsules preferably in government departments / semi-government departments / public sector undertakings / Government Recognized Institutes. Proof to this effect shall be submitted along with technical bid.

2. Should have completed five works of similar type producing educational training capsules executed preferably in government departments / semi-government departments / public sector undertakings / Government Recognized Institutes during the last 7 years. Performance certificate issued from the department should be attached along with the technical bid.

3. Have its own core team of professionals comprising of the following members:
   a. Educators with PhD/PG qualifications in education with experience of teaching
   b. Work experience includes art education, developing curriculum and course content at the national level with esteemed Government institutions like NCERT, SCERT, NIOS, etc. The team should be able to convince a deep understanding of the pedagogical process.
   c. Professionally qualified web developers as part of the team
   d. Director with professional qualifications in film making with extensive experience of producing educational videos and animation and should have worked for the last ten years with government/semi government/govt. autonomous bodies / Government Recognized Institutes with at least 5 videos for government departments.
   e. The firm should be empanelled with DAVP/NFDC with turnover of cumulatively 50 lakhs over the last three years

The tender would be based purely upon their capability, competence, capacity, resources, experience and expertise. The tenderer should require submitting documentary evidence(s) in support of the above criteria along with the qualification proposal.

The bidder should submit the following documents along with the tender:

a) An undertaking in the form of an affidavit on stamp paper of Rs. 100/- (One Hundred Rupees) to the effect that they (Bidder/Firm) have never been black-listed/debarred in any government/semi-government department/ public sector company / Government Recognized Institutes and has not left any work abandoned during last three years. If any bidder has been black-listed/debarred by any government/semi-government department / Public Sector Company / Government Recognized Institutes, his bid is liable to be rejected even if the bidder meets the eligibility criteria specified in the bid documents.

b) An undertaking in the form of an affidavit on stamp-paper of Rs.100- to the effect that the information given in the bid by bidder/firm is true. If any information is found to be false/misleading, the CCRT shall disqualify the bid and has the right to debar the organization/firm from bidding for working on CCRT's future projects.

c) An undertaking on company letterhead to the effect that the offer is in strict compliance with tender documents and there is no deviation.

d) Attach photocopies GST No., PAN No and ITR for last three years.

e) The bidders from outside Delhi may preferably provide their local (Delhi) contact telephone number and address.

f) Any bid submitted by bidder, if found incomplete in any manner shall be rejected straightforward. No dispute or claim of any kind shall be entertained in this regard.
g) The bidder shall submit the bid to the office of CCRT. The tenderer is to seal E.M.D in first envelop by super scribing it "E.M.D and Firm Name", Technical Bid in second envelop by super scribing it "Technical Bid and Firm Name" and Financial Bid in third envelop by super scribing it "Financial Bid and Firm Name". All three sealed envelopes will be sealed in fourth bigger envelop. Further, the sentence "NOT TO BE OPENED" before (due date and time of tender opening) is also to be printed on the bigger envelope. The fourth outer envelope should have Name, Contact Number, Firm Name and Address along super scribed with "Tender for Design, Development, Review and Launch of online Pilot Module on One Year Certificate Course (two semesters of 06 months each) with Audio-Visual Content on 'Appreciation of Indian Art & Culture' And Design, Development, Testing, Implementation and Maintenance of E-learning Management Tool".

h) Bids received on E-mail will be rejected.

i) E.M.D for this work which shall be deposited along with the tender in the form of DD/pay order in favour of Director Centre for Cultural Resources and Training, payable at New Delhi.

j) E.M.D Exemption: The Vendor will be required to submit the self attested copy of any one of the followings:
   • Micro, Small & Macro Enterprise (MSME) Certificate
   • Department of Industrial Policy & Promotion (DIPP) certificate/regISTRATION
   • Single Point Registration Scheme of NSIC

These photocopies will be put in the EMD envelop in place of EMD.

k) The tender for the work shall be valid for a period of 180 days from the last date of opening of tender. If the tenderer withdraws tender before the mentioned period or issue of letter of acceptance, whichever is earlier, CCRT shall without prejudice to any right or remedy is at liberty to forfeit E.M.D deposited as aforesaid. Further, the tenderer shall not be allowed to participate in the tendering process of the work for one year.

l) The tender documents have been uploaded on CCRT website for information and details of the works to be executed in this contract.

m) The successful tenderer/Contractor, on acceptance of his/her tender by the accepting authority shall have to sign the contract agreement on a non-judicial stamp paper of Rs.100/- within seven days from the date of issue of Letter of Intent.

n) The successful bidder will have to deposit a performance security which is 10% of the awarded cost of this tender in the form of bank guarantee/F.D in the favour of Director CCRT. The same will be refunded after the contract is over successfully.

[Signature]
Director
CCRT, New Delhi

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2. **Instructions to Bidder**

Below is a list of special information regarding requirement for the work listed in N.I.T

1. The bidder must be fully conversant with the documents to form part of contract agreement i.e. instructions to bidders, specifications/scope for the particular nature of work.

2. The bidder shall submit the offer under two bid systems i.e. Bid Part-A (technical cum eligibility criteria) & Bid Part-B (Financial).

3. At any time prior to the deadline for submission of bids, CCRT may, for any reason, whether at its own initiative modify the NIT document by issuing clarification(s) and/or amendment(s).

4. The clarification(s) / amendments(s), if any, will be notified on CCRT website before the proposed date of submission of the bid.

5. CCRT will not bear any responsibilities or liabilities arising out of non-receipt of the information regarding amendment(s) in time or otherwise. Bidders must check the website for any such amendments(s) before submitting the bid.

6. All the notices related to this bid will be published and uploaded on CCRT website.

7. Each bidder shall submit only one bid. A bidder who submits or participates in more than one bid will result in all such bids to be rejected.

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

9. Any addendum / amendment issued by the CCRT shall be part of the tender documents and it shall be informed in writing. To give prospective bidders time to take an addendum into account in preparing their bids, the CCRT may extend if necessary, the last date for submission of bid.

10. The bidders who are desirous of participating in the tender shall submit their technical solution, high level phase-wise planning, development & implementation methodology, price and other documents to support it in the standard format prescribed in the NIT. The bidders/authorized person shall sign on all the statements, documents, certificates, etc submitted by him/her to own up the responsibility for their correctness / authenticity.

11. Similarly if any of the certificates, documents, etc. furnished by the bidder are found to be false/fabricated/bogus, the bidder will be black listed and the E.M.D deposited shall be forfeited.

12. The technical bids shall be opened at the time and date as specified in the tender documents. The clarifications, particulars if any required from the bidders will be obtained by addressing the bidders. The technical bids shall be evaluated against the specified parameters / criteria as per tender and the technically qualified bidders will be identified accordingly.

13. The tender document shall be explicitly understood that the CCRT does not accept any responsibility for the correctness or completeness of this schedule. The bidder should however quote his comprehensive rates on "Design, Development, Review and Launch of online Pilot Module on One Year Certificate Course (two semesters of 06 months each) with Audio-Visual Content on 'Appreciation of Indian Art & Culture' And Design, Development, Testing, Implementation and Maintenance of E-learning Management Tool'.

14. All duties, taxes and other levies payable by the bidder as per State / Central Government rules shall also be included in the quoted price as on the date of bid submission and any variation shall be reimbursed / recovered at actual by the CCRT on submission of documentary evidence / bill. The details of the taxes considered shall be clearly mentioned by the bidder in the percentage form.
15. If the tender is made by a firm, it shall be signed by the authorized signatory and power of attorney of the signing authority must be attached with the bid.

16. The tender shall contain no alterations or additions, except those to comply with instructions issued by the CCRT, or as necessary to correct errors made by the bidder, in which case all such corrections shall be initialed by the person signing the tender.

17. The bidder shall invariably ensure that the documents to be submitted are as per NIT.

18. The CCRT may extend the date for issue and receipt of tender by issuing an amendment in which case all rights and obligations of the CCRT and the bidder will remain same as previously.

19. Any tender received after the last date and time prescribed in the NIT will be summarily rejected.

20. No tender shall be modified after the last date and time of submission of tender.

21. The tender will be opened as mentioned above and shall be evaluated accordingly.

22. The Tender Opening Committee may call upon any bidder for clarification on submitted information in the form of documents, statements, proof, etc. related to the technical bid. The request for clarification and response shall be in writing and it shall be only on the qualification information submitted by the bidder. The clarification called for from bidder shall be furnished within the stipulated time, which shall not be more than one week. Only clarifications shall be sought maximum one time however no new documents shall be accepted by the CCRT, hence the bidder should go through the tender carefully and submit the bid accordingly.

23. The CCRT will evaluate whether each bidder is satisfying the eligibility criteria prescribed in the NIT and declares them as a qualified bidder. If the technical bid is not satisfying any of the eligibility criteria it will be rejected by the CCRT.

24. In case of any deviations noticed by the CCRT, the same shall be withdrawn. The bid shall be exactly as per the technical specifications and terms & conditions of the CCRT. If any bidder fails to withdraw deviations pointed out by the CCRT, the bid will be out rightly rejected.

25. The proposed solution will be required to pass through security audit before pushing new dynamic website to NIC cloud. This will require the solution to pass through threat vulnerability risk assessment by a NIC empanelled vendor only. The test methodology is based on the latest OWASP & GIGW Standards and Guidelines. The vendor will be responsible for resolving/closing all failures found during this test. The CCRT will pay only once for security audit test certificate. Vendor will bear the expenses if it fails.

26. If the last date of opening of the technical bid coincides with a holiday, then the next working day shall be the opening date.

27. Bidder shall quote in Indian Rupees only.

28. The bid prepared by the bidder as well as all correspondence and documents shall be written in English language.

29. Any bid without E.M.D will be straightway rejected.

30. The E.M.D of unsuccessful bidders shall be returned/ refunded after finalization of the contract without any interest.

31. For any corrigendum/ amendment notice with respect to this tender, please visit our website www.ccrindia.gov.in regularly. No advertisement shall be published separately in newspapers in this regard.

32. Prospective bidders requiring any clarification on the tender documents should send queries to the mail id mentioned in the NIT. CCRT will consolidate all queries with responses. CCRT is organizing pre-bid query session to take on all queries sent earlier as mentioned in the NIT.

33. All disputes arising out of this tender shall be subjected to the jurisdiction of courts of Delhi.
3. **Financial Bid Opening**

The financial bids of only those bidders will be opened who are declared technically qualified by the Tender Evaluation Committee.

The price bid of the unqualified bidder will not be opened and thereafter E.M.D deposited will be returned.

In case of any ambiguity, the decision taken by the Tender Evaluation Committee on the tender shall be final.

4. **Process to be confidential**

Information relating to the examination, clarification, evaluation and comparison of tender and recommendations for the award of a contract shall not be disclosed to bidder or any other persons not officially concerned with such process until the award to the successful bidder has been announced by the Tender Evaluation Committee.

Any effort by a bidder to influence the processing of the tender or award decision may result in the rejection of his tender.

No bidder shall contact the authority concerned with finalization on any matter relating to its tender from the time of the tender opening to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the CCRT, it should be done in writing.

Before recommending / accepting the tender, the Tender Evaluation Committee shall verify the correctness of certificates submitted to meet the eligibility criteria and specific requirements. If required, the authenticated agreements of previous works executed by the lower bidder shall be called for verification.

5. **Technical Bid Evaluation**

Tenders will be evaluated on the basis of "Minimum Eligibility Criteria" and the criteria for evaluation of Technical Bids will be as given below. Qualifying score will be 70 marks:

<table>
<thead>
<tr>
<th>S.No</th>
<th>Parameters</th>
<th>Total Marks</th>
<th>Evaluation Criteria</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Firm’s Relevant Experience in educational/training films and animation</td>
<td>10</td>
<td>Up to 5 years of experience</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>06 -10 years of experience</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>10-15 years of experience</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Above 15 years of experience</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>Qualifications and expertise of key personnel in developing curriculum and films</td>
<td>30</td>
<td>Marks will be given on level of qualifications and experience of team members</td>
<td>30</td>
</tr>
<tr>
<td>3</td>
<td>Methodology</td>
<td>20</td>
<td>Treatment, approach for undertaking the assignment</td>
<td>20</td>
</tr>
<tr>
<td>4</td>
<td>Presentation</td>
<td>10</td>
<td>Team experience, approach, methodology, Visualization etc.</td>
<td>10</td>
</tr>
<tr>
<td>5</td>
<td>Understanding and</td>
<td>20</td>
<td>It should meet the scope set</td>
<td>20</td>
</tr>
<tr>
<td>Compliance with requirements of E-learning Management Tool</td>
<td>in NIT.</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>-------------------------------------------------------------</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Expertise in E-learning Management Tool’s designing and development. 5 such tools’ design, development and implementation. These shall be evaluated based on information architecture, aesthetic appeal, compatibility and creativity. 4 Points each</td>
<td>10</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It should meet the scope set in NIT.</td>
<td>10</td>
<td></td>
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</tr>
</tbody>
</table>

Tenderers whose technical bid meet the minimum qualification criteria may be called for a presentation if required.

6. **Selection Criteria**

   - The financial bids of only those bidders who achieve 70 and above marks in technical bid would be opened. This will be the Technical Score (TS).
   - Financial Score (FS) of the proposals will be determined using the following formula:

\[
FS = 100 \times (FL/F)
\]

Where,

'FS' is the financial score of an applicant,

'FL' is the lowest Financial Proposal among all and

'F' is the financial proposal of the particular applicant'

   - For the purpose of calculation of Composite Score (CS) for each bidder, the weightage shall be 75% for the Technical Score (TS) and 25% for Financial Score (FS) of the respective applicants. The Composite Score shall be calculated using the following formula:

\[
CS = TS \times 0.75 + FS \times 0.25
\]

Tenderers will be ranked accordingly to their Composite Scores and will be listed in the order of merit as CS1, CS2, CS3 and so on. The lowest scorer CS1 would be eligible for award of work.

7. **Award of Contract**

The Director CCRT reserves the right to accept or reject any tender or all tenders and to cancel the tendering process at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the reasons for such action.

8. **Notification of Award and Signing of Agreement**

The bidder whose tender has been accepted will be notified of the award of the work by the Technical Evaluation Committee, prior to expiration of the tender validity period through a letter. This "Letter of Intent" hereinafter called LOI, will indicate the sum that the CCRT will pay to the contractor in consideration of tender on "Design, Development, Review and Launch of online Pilot Module on One Year Certificate Course (two semesters of 06 months..."
each) with Audio-Visual Content on ‘Appreciation of Indian Art & Culture’ And Design, Development, Testing, Implementation and Maintenance of E-learning Management Tool’.

When a bid is to be accepted the concerned bidder should attend CCRT office on the date & time fixed in the LOI to sign the contract. Failure to attend the CCRT office on the fixed date & time, in the written intimation, to enter into required agreement shall entail forfeiture of EMD.

The written agreement to be entered into between the contractor and the CCRT shall be the foundation of the rights and obligations of both parties and the contract shall not be deemed to be completed until the agreement has first been signed by the contractor and the CCRT. The successful bidder has to sign an agreement within a period indicated in LOI from the date of receipt of communication of acceptance of his tender. On failure to do so his/her tender will be cancelled duly forfeiting the E.M.D deposited paid by him without issuing any further notice and action will be initiated for black listing bidder.

9. Payment Schedule

The payment schedule has been divided into two parts

- Design, Development, Review and Launch of online Pilot Module on One Year Certificate Course (two semesters of 06 months each) with Audio-Visual Content on ‘Appreciation of Indian Art & Culture’
- Design, Development, testing, Implementation and Maintenance of E-learning Management Tool.

The payment of Design, Development, Review and Launch of online Pilot Module on One Year Certificate Course (two semesters of 06 months each) with Audio-Visual Content on ‘Appreciation of Indian Art & Culture’ will be approved after submission of the deliverables mentioned in the below phases:-

<table>
<thead>
<tr>
<th>S.No</th>
<th>Phase Name</th>
<th>Percentage of Contract Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Advance</td>
<td>20%</td>
</tr>
<tr>
<td>2.</td>
<td>Requirement Phase</td>
<td>10%</td>
</tr>
<tr>
<td>3.</td>
<td>Course Development</td>
<td>20%</td>
</tr>
<tr>
<td>4.</td>
<td>Course Review</td>
<td>30%</td>
</tr>
<tr>
<td>5.</td>
<td>Launch</td>
<td>10%</td>
</tr>
<tr>
<td>6.</td>
<td>Training &amp; Handover</td>
<td>10%</td>
</tr>
</tbody>
</table>

The payment of Design, Development, Testing, Implementation and Maintenance of E-learning Management Tool will be approved after submission of the deliverables mentioned in the below phases:-

<table>
<thead>
<tr>
<th>S.No</th>
<th>Phase Name</th>
<th>Percentage of Contract Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Requirement &amp; Design</td>
<td>20%</td>
</tr>
<tr>
<td>2.</td>
<td>Development &amp; UA</td>
<td>25%</td>
</tr>
<tr>
<td>3.</td>
<td>NIC Security Audit</td>
<td>30%</td>
</tr>
<tr>
<td>4.</td>
<td>Implementation</td>
<td>10%</td>
</tr>
<tr>
<td>5.</td>
<td>Training, Handover &amp; 2 Months Support</td>
<td>15%</td>
</tr>
</tbody>
</table>

Penalty @ 1% of contract value per week or part thereof will be levied for any delay in execution of work as per the time frame mentioned in the NIT document as well as work order being issued.
10. Project Brief

Centre for Cultural Resources & Training (CCRT) has the mandate for reaching out to students and training teachers in the field of art and culture.

CCRT organizes about 100 national level training programs every year and trains about 11,000 teachers per year in these training programs. During the period 2018-19, CCRT trained 1245 teachers in orientation course and 2039 teachers in other workshops. Since its inception the CCRT has trained 192255 teachers and 920672 students till date.

CCRT is implementing the Cultural Talent Search Scholarship (CTSS) Scheme for the age group of 10-14 years, Scheme for “Award of Scholarship to Young Artistes (SYA) in different cultural fields” for the age group of 18-25 years. Besides this, CCRT is also implementing the Scheme “Fellowship Scheme for the Award of Fellowships to outstanding person in the Field of Culture” in the age group of 25-40 years for Junior Fellowship and in the age group of 40 years and above for Senior Fellowship are granted for the promotion of Indian Art & Culture.

However, keeping in the view of country’s huge population, the training programs conducted by CCRT are comparatively insufficient. It is therefore necessary to enhance the outreach of CCRT by making use of digital and information technology.

The leap in information technology, specifically over the last decade offers an immense scope in fulfilling CCRT’s mandate as mentioned above on a mass scale while making use of the internet.

Keeping in view of the need of the day, CCRT plans to develop a “Design, Development, Review and Launch of online Pilot Module on One Year Certificate Course (two semesters of 06 months each) with Audio-Visual Content on ‘Appreciation of Indian Art & Culture’.

11. Scope of Work:

The overall scope of the work is divided into two parts:

- Design, Development, Review and Launch of online Pilot Module on One Year Certificate Course (two semesters of 06 months each) with Audio-Visual Content on ‘Appreciation of Indian Art & Culture’

The work basically involves four components:-

1. Comprehensive development of curriculum for online pilot Certificate Course of one year (two semesters of 06 months each), its pedagogical approach, detailed course content, assessment and evaluation plan for e-learning.
2. Production of supporting documentaries/stories of approx. 90 mins with 2D/3D character animated and graphics video in combination with live shoot and anchor, of which up to half of the duration may be of animation.
3. Making the entire module web ready, compliant, support and maintenance to CCRT for affiliation of the course.
4. An E-learning Management Tool is required for administration, tracking, reporting and delivery of educational courses, training programs, or learning and development programs. The tool delivers and manages all types of content, including video, courses and documents.

E-learning Management Tool:

The tool will have two types of users – Student and Admin.
- **Students Panel:** This will have following functionalities:-
  - Home
  - Login/Sign up
  - About Us
  - Contact Us
  - Sitemap
  - Terms and Conditions
  - Privacy Policy
  - FAQ
  - Courses
  - Course Information
  - Dashboard for Students
  - Study Material
  - Assignments
  - Examination
  - Feedback of Assignments
  - Result of Examination
  - Certificate on completion

**Student Registration:** This is a section where student will be able to register to the site as a member. Once a student shows interest and wants to get an account then he will be taken to a page where he will be asked to submit a form that would have various fields for the student to enter their personal details there by creating a profile of their own. After the account is activated the student will be able to perform the following basic tasks from dashboard:

- **Functions of Student:**
  - Login
  - Manage (View/ add/edit/delete ) student's profile
  - Forget password/login id
  - Change password
  - View/Select courses with details on the website
  - Payment for course enrollment
  - View the course study material (text and audio visual) after enrollment
  - Submit completed assignments and examinations
  - Track/Check course progress
  - Download certificate
  - Email Notifications after registration/ payment/ newsletter subscription/ new study material/ new assignment/ feedback
  - View FAQ

**Administrative Panel:** It is a gateway for managing the website as a whole that includes managing the updating of data at the front end as well as back end. Following are the key functional requirements:-
- **Student Management**
  - Manage Student's Profile
  - Manage Students' Registration
  - Search Students
  - Activate or Deactivate Students

- **Course Management**
  - Manage Courses
  - Upload Course Details

- **Evaluation Management**
  - Evaluate submitted assignments by students
  - Evaluate submitted examinations by students

- **Reports Management**
  - Generate reports based on dates, name, courses, etc.
  - Export reports in other formats like excel, csv, etc.
  - Generate course progress
  - Generate Payment Reports
  - Generate Course Reports
  - Generate Evaluation Reports
  - Generate Certificates

The some of the functionality of the tool is mentioned in the NIT. CCRT is expecting from vendors to use functional as well as technical expertise to build a tool with a comprehensive functionality to conduct online certifications.

12. **Target Audience**

The end users of the site would be:
- School students and teachers
- Students from colleges of performing arts
- Students from colleges of visual arts
- Performing artists
- Visual artists
- Folk artists
- Tribal Artists
- Personal from Ministry of Culture
- Personal from other Government sectors

This information is meant for the website architect, project manager, designers, developers and stakeholders. The type of audience will help to determine everything from functionality to UX and aesthetics.

13. **Non-Functional Requirements**

Non-functional requirements cover all the remaining requirements which are not covered by the functional requirements. They specify criteria that will judge the operation of the website rather than specific behaviors. These are response time, latency, CPU utilization, memory usage, network usage, CIA, recoverability, etc. These requirements should confirm to the industry standards. It should be compatible to the popular browsers like Chrome, Mozilla Firefox, Internet Explorer, Safari and Opera. It should be able to support Video Content without plug-ins. We are looking for development on Open Source Platform.
14. Statutory Requirement

The purposed solution will be required to pass through security audit before pushing to NIC cloud. This will require the solution to pass through threat vulnerability risk assessment by a NIC empanelled vendor only. The test methodology is based on the latest OWASP and GIGW Standards and Guidelines. The vendor will be responsible for resolving/closing all failures found during this test.

Note: The CCRT will pay only once for security audit test certificate. Vendor will bear the expenses if it fails.

15. Important Guidelines

- Vendor has to share content material of the solution with CCRT from time to time.
- All material/content should be property of CCRT and vendor should have no claim over the same in future.
- All content should be stored and kept confidential and vendor should not reuse/replicate/transfer the same to anyone else.
- The vendor will have to sign Non-Disclosure Agreement (NDA) with CCRT regarding access to confidential information.
- The contract is for one year duration but online content module should be well ready and tested ahead of its launch.
- The courses will be run on semester basis only.

16. Proposal Requirements

The CCRT has devised the following format to evaluate the competency of the vendors. You are strictly required to compile your responses in the following format:-

Proposal Part A:

1. Corporate Profile:

Provide a brief overview of your firm’s history and philosophy

- Vendor with 15 years working experience in the field of production of educational/training capsules. Documentary proof in support of business done in the field of film/audio-visual production related to educational/training/mass appeal programmes done in the past/being done with departments of the central/state Government / Government Recognized Institutes, NGO’s/ private e-learning houses and television companies including DD
- Vendor / company’s headquarter and other offices contact telephone number and address. The bidders from outside Delhi may preferably provide their local (Delhi) contact telephone number and address.
- Provide the total number of vendor’s employees and the number of employees in user experience and web design
- List of clients you have worked with one paragraph description
- Indicate if the company incurred an annual operating loss in the last 5 years
2. Executive Summary:

- Summarize your overall strategy and approach for delivering Online Pilot Module on One Year Certificate Course (two semesters of 06 months each) with Audio-Visual Content on Appreciation of Indian Art & Culture and Design, Development, Testing, Implementation and Maintenance of E-learning Management Tool

3. Vendor System Information:

- Describe a high level technical architecture, software and tools used to develop your proposed solution.
- Describe your security architecture including mitigation solution for OWASP top 10 web application security risks
- Describe your organization's experience with implementing multi-lingual audio-video content
- Identify what uniquely distinguishes your offering from your competitors.
- Describe your implementation approach, project management tools and methodologies for the proposed solution.
- Submit a high level phase-wise development plan which will address requirements, design, development, testing, user acceptance testing, implementation and support with delivery milestones and responsibilities for each party

4. Client Examples:

- Should have minimum 15 years experience and technical expertise in undertaking similar works preferably in government departments / semi-government departments / public sector undertakings / Government Recognized Institutes. Provide five examples of similar work executed by your firm.

5. Documentation:

- Provide a list of text material and audio-video material

6. Mandatory Documents:

A list of following documents is required to be submitted along with the proposal:-

- An undertaking in the form of an affidavit on stamp paper of Rs. 100/- to the effect that Bidder/Firm have never been black-listed/debarred in any government departments / semi-government departments / public sector undertakings / Government Recognized Institutes and has not left any work abandoned during last three years. If any bidder has been black-listed/debarred by any government departments / semi-government departments / public sector undertakings / Government Recognized Institutes, his bid is liable to be rejected even if the bidder meets the eligibility criteria specified in the bid documents.
- An undertaking in the form of an affidavit on stamp-paper of Rs.100- to the effect that the information given in the bid by bidder/firm is true. If any information is found to be false/misleading, the CCRT shall disqualify the bid and has the right to debar the organization/firm from bidding for working on CCRT's future projects.
- Duly signed and stamped of the entire bid document along with its Addendum/Corrigendum, if any
- Attach photocopies GST No., PAN No and ITR for last three years
- E.M.D deposited in DD/pay order in favour of Director CCRT
• Relevant documents as mentioned in case of E.M.D Exemption
• Power of Attorney/ Authorization Letter, if bid is submitted by the authorized representative of the agency (on the letter head of the bidder)
• All other documents, as required in terms of the tender, to claim eligibility
Proposal Part B:

1. Cost

The CCRT prefers a firm quote on the followings:
- Online Pilot Module on One Year Certificate Course (two semesters of 06 months each) with Audio-Visual Content on Appreciation of Indian Art & Culture.
- Design, Development, Testing, Implementation, Maintenance, Training & Handover of E-Learning Management Tool

We also want to insure a competitive bid from each potential tenderer.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Work Description</th>
<th>Calendar Duration</th>
<th>Rate</th>
<th>Unit</th>
<th>Amount</th>
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<td>1.</td>
<td>Design, Development, Review and Launch of online Pilot Module on One Year Certificate Course (two semesters of 06 months each) with Audio-Visual Content on Appreciation of Indian Art &amp; Culture</td>
<td>12 Months</td>
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**Total**

**Taxes**

**Grand Total (in Numbers)**

**Grand Total (in words)**

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Director  
CCRT, New Delhi  
5/3/2020