



Tender No. IICA/46-53/ 2018



Indian Institute of  
Corporate Affairs

*Partners in Knowledge. Governance. Transformation.*

**Invitation to Expression of Interest (EOI) for  
Development of Web Portal for  
Independent Directors**



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## 1. KEY INFORMATION AND DATES

#	Particulars	Information/ Dates
1	EOI Inviting Authority	Indian Institute of Corporate Affairs (IICA) Plot No -6,7,8 Sector 5, IMT Manesar, District Gurgaon - 122050 (Haryana), India Phone: 0124 – 2640153
2	Job Requirement	To Develop a Web Portal for Independent Directors
3	Issue date of the EOI	20.09.2018
4	Last date for receiving queries	05.10.2018
5	Last date for submission of EOI	12.10.2018

## 2. INVITATION TO EXPRESSION OF INTEREST

Expression of Interest (EOI) is invited from Agencies, meeting the Minimum Qualification Criteria as detailed in this invitation to EOI for Development of the Web Portal for the “Independent Directors”.

Last date for submission of EOI is 12.10.2018.

For any queries, you may contact the following:

- Mr Ram Sahai
- Email: hoc-egov@gov.in
- Phone: 0124 - 2640153

## 3. SCOPE OF WORK\*

### 3.1 Project Description

IICA as think tank of Ministry of Corporate Affairs (MCA) engages with the corporate sector (Public Sector as well as Private Sector) for providing facilitation in capacity building, Research and development solutions in the area of corporate affairs focusing improvisation of corporate governance.

IICA draws its mandate from Ministry of Corporate Affairs and addresses to the key priority’s areas of MCA & GOI. Improving the corporate governance standards and their practices across the entire corporate sector stand high on the priority list. As a key action agenda, it is being considered by the MCA to discipline the institution of independent directors. In view of the provisions contained in Section 149 and 150 in companies act 2013 regarding appointment and numbers of Independent Director at the board level,

presently about 3 lakhs IDs have so far been inducted by the companies. In order to bring them on one platform it is being considered by MCA to launch a Self- learning web platform /portal so that such number of IDs and almost same number of aspirants could register themselves to this platform with the platform by registering their profile by sharing the information as prescribed by the said notification under companies act 2013. The platform has to be functional in **STP** (Straight through process mode as adopted by MCA 21) mode with linkage with fee processing gateway. The platform shall enable to upload the study/material/guideline to all the aspirant participants /learned get certification level 1 followed with level 2 and level 3 certification after enrollment and interest to upgrade the skill set.

Post registration, the same application will to opt for courses to be offered from time to time for the purpose of their initial induction and / or capacity enhancement.

Pre-authenticated users will have access to specified information not available to un-authenticated users. The back-end of the database will ideally be updated through a browser-based interface. In addition to a user-friendly front-end interface, an intuitive user-friendly CMS back-end interface for easy update and manipulate the placement of key groups of content. To be effective, the web portal must be:

Portal shall present information in a dynamic user-friendly manner (through RSS feeds, multimedia embeds, and graphics). The site must allow admin user to easily and cost effectively update content and modify site design after the initial launch. The menus of the app shall be enabled as per the user role. The roles of the app are: 1 Master admin 2 System admin 3. End user (Registered user)

### **3.2 Modules to be covered under this component are (Functional):**

- ✓ Registration for enrollment of the course
- ✓ Payment Gateway
- ✓ Role based workflow
- ✓ Dashboard for different role of the app
- ✓ LMS System /alike MOOCS platform
- ✓ Training IDU & certification management module
- ✓ Interface for with Social media for all updates
- ✓ Project Monitoring and Reporting
- ✓ Real time dashboard Update
- ✓ Reporting Module including customized Query

### **3.3 Detailed Use case Specification**

#### **3.3.1 Home Page /Front End Requirement**

Built on a content management system that will permit non-technical person to easily update web portal content and modify limited structural elements of the site (e.g. menu order, side bar items, header/footer)

- ✓ Should provide basic reporting capabilities for specific functions e.g. dead URL checking. to be determined during the initiation phase.
- ✓ Ability to attach electronic files to records directly (e.g. PDFs, PowerPoint presentations, text documents)

- ✓ Common Theme – Each section of the site should have a common look and feel, branding elements (logos, colour palette, fonts) and shall be provided before in Initiation phase to IICA
- ✓ Site search – Ability to search the site with key words or phrasing that will identify content throughout the site (including a pdf search)
- ✓ Frequently asked questions
- ✓ Tracking – User stats may be tracked through Google Analytics
- ✓ top Navigation shall have all the tabs
- ✓ Dashboard / update on real time
- ✓ Configure the access of menus including dashboard as per the user role (User, Admin, Master admin, Faculty, Moderator, corporate user etc)
- ✓ Display importance of the course (text) /slides, notification, new updates etc: Allow admin to configure all the detail like content management system
- ✓ should include the ability for web content to be shared to social media networks. The organization’s social media networks must be linked to the website to allow for easy “follows.” For all updates
- ✓ should include a built-in news/blog platform that will enable admin user to create, edit and publish news articles and/or blogs to the portal as needed
- ✓ Online Chat facility to users (Interactive help interface)

### 3.3.2 Reporting/ Dashboard

The dynamic and customized Query reporting module shall be provided. The system shall provide user-friendly input screens and allow for quick data analysis and generation of reports

## 3.4 Learning Management System:

### 3.4.1 Overview/Scope

LMS System shall be integrated for large-scale corporate Training in self-learning mode which shall be categorised in different levels followed with assessment and feedback. System shall have an option to launch new courses through online /hybrid /Virtual classes and enable the users to join those courses as per defined workflow. System shall enable admin user /course co-ordinator to define /customize the workflow as per the category of the course ( eg Self- learning , Online or in hybrid mode)

The training initiative aims to build the capacities and skills of corporate professionals specifically working as independent director over 3 lakhs personnel across the country. ICT-enabled learning needs assessment, training scheduling and delivery, tracking of participant progress and refresher/mentorship needs through online assessments, and participant certification on successful completion.

#### **The expectation includes:**

Fully functional (Tested, debugged) Learning Management System module as part of Integrated platform. The following components of the Learning Management System are required:

- ✓ Development of e-learning portal for Delivery of E-learning Content through Learning Management System. Preferably in Open Source and SCORM 1.3 (latest version) Compliant

- ✓ Should have features like User Registration, Course Allocation, Assignment Submission, Online Test and Web Casting facility etc.
- ✓ **Course Management:** E.g. lists of induction and refresher courses, eligibility, registration of participants and tracking of their participation and performance through a human resources database, certification, information and syllabus, pre-requisites (previous induction or refresher training, cadre-specific requirements. Note that some courses will be cadre-specific and others cross-cutting across cadres.
- ✓ **Course Authoring:** Authoring for content and quizzing, with ability to import packages developed with an external tool (SCORM 1.3 or latest compliant)
- ✓ **Payment Gateway:** The payment gateway shall be enabled for the courses which are not free or user has to pay for enrolling and self-paced learning courses
- ✓ **System Access:** Role based login access (admin, instructor, facility, Trainees)
- ✓ **Learners Management Interface:** Progress tracking, on-line assessment by instructors, with robust analytics and report generation via an easily-accessible dashboard to retrieve progress reports and other learner data. Ability to take in assessments from offline training and integrate it into the dashboard analytics.
- ✓ **Automated tasks:** Application program interface (API) or web-hook that leverages data to trigger automatic tasks in the system.
- ✓ **Communication:** Email, podcasts and forums (communities of practice) for sharing doubts, questions, case studies and good practices sharing etc. towards a virtual knowledge and learning portal.
- ✓ **Learner Interface:** Home page, self-tests, bookmarks, progress tracking via Learner dashboard and analytics.
- ✓ **Learner feedback:** Course evaluation surveys, test evaluation surveys etc.
- ✓ **Reporting:** This shall be enabled to admin user to generate the various query-based reports as the data available in system This includes reporting at three intervals: 1.0 After enrolment closes and before the course begins 2. At course midpoint 3. At course end
- ✓ **Dashboard /Analysis:** the applicant agrees to make available any material new research and analysis on data collected on the course, such as how students “travel” through the course (e.g. did students who successfully complete often view instructional materials and supports in a particular sequence? Were there elements of the course that seemed more effective than others? Did certain types of students do particularly well or worse?) and the relative impact of different course components.

### 3.4.2 Detailed Functional Requirements

#### 3.4.2.1 System shall have below Sub-module and an option to configure list of functionalities.

##### 3.4.2.1.1 Course Announcement and Introduction Management

- ✓ Pre-requisites and learner background for the course
- ✓ Expected time commitment for learners
- ✓ Instructor Introduction or Bio available
- ✓ Intro to course requests learners view Demo or into platform included in courseware tab

- ✓ A prompt is provided to the learner on the course info page or how to get started with the course
- ✓ Welcome/Introduction Video
- ✓ Optional Self-assessment provided that identifies pre-requisites needed to earn a certificate

#### **3.4.2.1.2 Option to define Course Structure**

- ✓ Syllabus or Course Calendar provided (course topics and important dates, including exams)
- ✓ Grading criteria and certificate requirements posted in the course
- ✓ Learning objectives, goals, and outcome(s) posted in the course
- ✓ Academic Policy/Collaboration guidelines posted in course

#### **3.4.2.1.3 Instruction Materials and Assessments**

- ✓ Course includes interleaved videos and exercises
- ✓ Course includes gradable assignments e.g. exercises/homework/quizzes and assign a grade
- ✓ Assessment guidelines are clearly articulated
- ✓ Course adheres accessibility guidelines
- ✓ Course provides transcriptions for all videos
- ✓ Consistent video quality and audio levels
- ✓ Course uses pre and post production techniques that enhances instructional content
- ✓ Required materials and optional materials are delineated inside the course
- ✓ Video segments average between 3 to 10 minutes
- ✓ Course provides and online textbook, online notes or readings
- ✓ Downloadable copies of presentations materials used in videos provided inside courseware. Download option shall be configurable, shall enable only to the user who have enrolled in the course or let course co-ordinator to enable the option
- ✓ Cross linking between videos, exercises, textbook are provided within the course

#### **3.4.2.1.4 Course Administration and Learner Engagement**

- ✓ Welcome Email sent to learners
- ✓ Paced Emails sent through course run
- ✓ Closing email sent at the conclusion of the course
- ✓ Course team provides forum moderation
- ✓ Guidelines provided for the use of forums, forum etiquette
- ✓ Explanation posted of how to get help with learner issues
- ✓ Course releases content in consistent manner as laid out in syllabus, changes announced head of time
- ✓ Welcome message on course info page at the beginning of the course
- ✓ Learners are encouraged to use the discussion forum to introduce themselves
- ✓ Course states availability of course materials for learners once the course has concluded archived
- ✓ Learners are surveyed at the beginning, during and close of course

### **3.5 Non-Functional Requirements**

- ✓ System shall be very secure and follow all the Security Guidelines and standards preferable OWASP guideline.

- ✓ Shall meet the Performance guidelines, shall be defined at later stage example number of user / Concurrency of the users etc. System shall support **3 lakhs to 4 Lakhs user at initial level** and may grow 10-15% on year and year basis. System shall support **5% of concurrent user** with 2-5 second response time.
- ✓ Shall be developed in open source technology
- ✓ Site must be built in accordance to the Web Content Accessibility Guidelines, provided by the W3C
- ✓ System shall be scalable
- ✓ Deployment may be done over NIC Cloud however, other options may also be considered. Staging Environment shall be created by development agency/Agencies
- ✓ System shall support android, tablet and all latest browsers (No use of Flash. The website must be compliant with Mac and PC, as well as with the latest two versions of Internet Explorer, Mozilla Firefox, Chrome and Safari)
- ✓ System shall follow (GIGW) Compliance and guideline (i.e. Websites - General Guidelines, Websites - Accessibility Guidelines, Mobile Apps - Accessibility Guidelines, Mobile Apps - General Guidelines)
- ✓ Adaptability: Ability to enable eLearning on mobile, tablet or computer, and two work efficiently on relatively older browsers/versions of Microsoft internet explorer, Firefox, and Chrome in remote locations with slow internet connections.
- ✓ Scalability: to accommodate course updates, learner pool size and category expansion, and ability to make single changes to update assets/objects/activities embedded in all places they are used.
- ✓ System shall be fully secure; the development agency shall do the proper security testing and provides quality certificate /audit report as the GOI guideline /requirement before deployment.
- ✓ Content shall be **SCORM** compliant.

### 3.6 Phase II: Maintenance

Additionally, there will be a post deployment monitoring period for additional technical issues and required fixes. The maintenance /support for this platform will initially be for one year and will extendable year on year basis after satisfactory predominance max for three years. One senior technical developer may be required for support.

SLA (Service Level Agreement) will be defined in RFP

**Note\*:** *It may be noted that the above scope is tentative and illustrative in nature and final scope will be provided in RFP.*

## 4. INFORMATION TO AGENCIES

IICA draws its mandate from Ministry of Corporate Affairs and addresses to the key priority's areas of MCA & GOI. Improving the corporate governance standards and their practices across the entire corporate sector stands high on the priority list. As a key action agenda, it is being considered by the MCA to discipline the institution of independent directors. In view of the provisions contained in Section 149 and 150 in companies act 2013 regarding appointment and numbers of Independent Director at the board level, presently about 3 lakhs IDs have so far been inducted by the companies. In order to bring them on one platform it is being considered by MCA to launch A web platform /portal so that such number of IDs and almost same number of aspirants could register themselves with the platform by registering their profile by sharing the information as prescribed by the





said notification under companies act 2013. The platform has to be functional in **STP** (Straight through process mode as adopted by MCA 21) mode with linkage with fee processing gateway.

Web Portal will on the one hand be attracting thousands of parallel registrations. The application-based registration is likely to be mandated for completion within a short span of few months. The interface shall also allow to register for other categories of professional such as insolvency professional, CSR professional etc as regulated by the Ministry of Corporate Affairs with the help of various enactments.

Post registration of such numbers of IDs, the same application will also be providing interface for registration to the courses to be offered from time to time for the purpose of their initial induction and / or capacity enhancement.

Pre-authenticated users will have access to specified information not available to un-authenticated users. The back-end of the database will ideally be updated through a browser-based interface. In addition to a user-friendly front-end interface, an intuitive user-friendly CMS back-end interface for easy update and manipulate the placement of key groups of content.

#### **4.1 About IICA**

Indian Institute of Corporate Affairs (IICA) is a think tank, under the aegis of Ministry of Corporate Affairs to deliver opportunities for research, education and advocacy. Its work enables corporate growth, reforms and regulation through synergised knowledge management and global partnerships thereby offering real-time solutions. For details visit [www.iica.in](http://www.iica.in) Under EOI/RFP /Tender Label.

#### **4.2 Objectives of Independent Directors**

The Objectives of the EOI:

- ✓ Development and implementation of Learning Management System (LMS) platform for Independent Directors.
- ✓ Course content designed and development in compliant SCORUM (latest version).

### **5. INSTRUCTION TO AGENCIES**

#### **5.1 Submission of Bid in response to the EOI**

Interested Agencies shall submit the following documents:

- Covering letter for Bid as per the format given in **Annexure 1** along with requisite documents mentioned in the Minimum Qualification Criteria.
- Details of Agency as per the format given in **Annexure 2**.
- Letter of Authorization duly authorizing a person as representative with all powers and authority to represent the Agency for submission of Bid in response to the EOI.

Proposal along with all the requisite documents, to be submitted in a sealed cover superscribing "EOI for Development of Web portal for Independent Directors" to The Nodal Officer, Head e-Governance, Indian Institute of Corporate Affairs (IICA), P-6,7,8 Sector 5,



IMT Manesar, District Gurgaon-122050 (Haryana), India Phone:0124- 2640153 latest by 12.10.2018.

**5.2** No proposal shall be accepted after the due date and time. Bids received after the last date shall not be opened and no further action shall be taken on such bids. All, or any, incomplete bids shall be rejected without any evaluation.

**5.3** Please note that Request for Proposal (RFP) shall be issued only to the shortlisted Agencies which satisfy the conditions laid in this EOI.

**5.4** IICA reserves the right to reject any or all of the bids received in response to the EOI without assigning any reasons whatsoever.

**5.5** This document does not constitute an offer, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any contract or commitment whatsoever.

**5.6** The Agency shall bear all the costs for participation in the tendering process including preparation of responses to the EOI etc.

**5.7** The Agency shall furnish the details as per the formats enclosed in this document and strictly as per the serial order. The information intended to be supplied should be furnished in such a manner that the same satisfies the need/ requirement of EOI under various heads and is self-explanatory.

## 6. MINIMUM QUALIFICATION CRITERIA

#	Minimum Qualification/ Eligibility criteria	Proof required
1	The Agency should be a Company registered under the Companies Act, 1956 or 2013 / Society Registration Act, 1860 in existence for the last 3 years as on 31st March 2018.	Copy of Certificate of Incorporation / Registration / MoA as applicable
2	The Agency should have a valid PAN and GSTIN in India	Copy of PAN card and GSTIN certificate

3	The Agency should have a minimum average turnover of Rs. Five Crore or above during audited financial years 2015-16, 2016-17 and 2017-18	Copy of Audited Profit and Loss Statement, Auditor's Report and Balance sheet / Certificate from a Chartered Accountant certifying the turnover amount from survey related activities for the last 3 financial years 2015-16, 2016-17 & 2017-18.
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4	The Agency should have executed (during last 3 years) at least projects of similar nature as defined in objective of minimum work order value of INR 10,00,0000/-. Detail of such projects to be provided.	Detail of such projects along with certificates from the organizations for successful and satisfactory completion to be furnished.
5	The Agency should not have been blacklisted by central / state Government departments / undertakings	No Conviction Letter duly signed as per the Format provided in Annexure 3
6	The Agency must have on its rolls, consulting staff of at least 10 technically qualified personnel in the area as defined in section 3 and 4.2	Resume of key resources min 8 shall be included in the technical proposal
7	In terms of consortium, maximum of 3 numbers would be allowed.	All necessary documents related to this to be submitted.

IICA reserves the right to verify any of the above criteria independently or seek any further information.

Note: Shortlisted agency need to present the POC/prototyping followed with presentation to the Technical Committee of IICA



## **Annexure 1: Format of Covering Letter for Expression of Interest (On letterhead of the Agency)**

To  
The Nodal Officer (Head, e-Governance),  
Indian Institute of Corporate Affairs (IICA),  
P-6, 7, 8, Sector 5, IMT Manesar,  
District Gurgaon - 122050 (Haryana), India  
Phone: 0124 - 2640153

### **Sub: EOI for Development of Web Portal for Independent Director's**

Dear Madam/Sir,

Having examined your advertisement dated .....  
inviting bids in response to the EOI, I/ We .....,  
hereby declare that I/we fulfil the minimum requirement/eligibility criteria to undertake the  
assignment in full conformity with the EOI.

We enclose the requisite documents as follows:

- Copy of Certificate of Incorporation/ Registration/ MoA as applicable
- Copy of PAN card and Service Tax Registration certificate
- Copy of Audited Profit and Loss Statement, Auditor's Report and Balance sheet / Certificate from a Chartered Accountant certifying the turnover amount from survey related activities for the last 3 years FY 2015-16, FY 2016-17 & FY 2017-18)
- Detail of such projects along with certificates from the organizations for successful and satisfactory completion to be furnished.
- No Conviction Letter duly signed as per the Format provided in [Annexure 3](#)
- Resume of key resources min 8 shall be included in the technical proposal.
- In case consortium, please specify details of the same.

I/ We understand that **IICA** reserves the right to reject any or all the bids in response to the EOI without assigning any reasons whatsoever.

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

Yours faithfully,

Signature and Seal of Agency Name:

Date:

Signed in the capacity of.....

Duly authorized to sign Bids for and on behalf of.....



**Annexure 2: Details of the Agency**  
**(On letterhead of the Agency)**

#	Particulars	Details
1	Name of the Agency	
2	Address of the Registered office of the Agency	
3	Key Management Personnel of the Agency with their qualification and experience	
4	Turnover (In Rupees) of the Agency for the last 3 financial years/ Certificate from a CA certifying the turnover from survey works	2015-16 2016-17 2017-18
5	Number of years of experience detailing such projects along with certificates from the organizations for successful and satisfactory completion to be furnished.	
6	PAN No. (Copy to be attached)	
7	GSTIN No. (Copy of the certificate to be attached)	

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

Yours faithfully,

Signature and Seal of Agency

Name:

Date:

Signed in the capacity of.....

Duly authorised to sign Bids for and on behalf

of.....



**Annexure 3: Format of No Conviction Letter  
(On letterhead of the Agency)**

I/ We the undersigned, having registered office at .....

.....  
(Address of the registered office) has/have never been blacklisted or restricted to apply for any such activities by any Central / State Government Department / undertakings or Court of law anywhere in the country.

Signature and Seal of Agency Name:

Date:

Signed in the capacity of.....

Duly authorised to sign Bids for and on behalf  
of.....

### Annexure 4: Checklist of Items

#	Particulars	Status (✓/ □)
1	Copy of Certificate of Incorporation / Registration / MoA as applicable	
2	Copy of PAN card and GSTIN certificate	
3	Copy of Audited Profit and Loss Statement, Auditor's Report and Balance sheet / Certificate from a Chartered Accountant certifying the turnover amount from survey related activities for the last 3 years FY 2015-16 , FY 2016-17 & FY 2017-18)	2015-16 2016-17 2017-18 (Certified Provisional, if accounts. audit not completed)
4	Detail of such projects (as defined in <b>section 6</b> ) along with certificates from the organizations for successful and satisfactory completion to be furnished.	
5	No Conviction Letter duly signed as per the Format provided in <b>Annexure 3</b>	
6	Resume of key resources min 8 shall be included in the technical proposal	

Please note: In terms of consortium, maximum of 3 numbers would be allowed. Accordingly, all necessary documents mentioned below to be submitted.