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Expression of Interest (EoI)
Design, Development, Implementation and
Maintenance of a Learning Management System
(LMS) for NCFE
(Document Reference Number: NCFE/2024-25/EoI/02)

6th Floor, NISM Bhavan,
Plot No. 82, Sector-17, Vashi,
Navi Mumbai - 400 703 Maharashtra
Phone: 022 68265104
Email id: itprojects@ncfe.org.in

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1. ACRONYMS

Acronyms	Description
CA	Chartered Accountant
LMS	Learning Management System
EoI	Expression Of Interest
FY	Financial Year
GIF	Graphics Interchange Format
GST	Goods and Services Tax
HTML	Hyper Text Markup Language
INR	Indian Rupee
IRDAI	Insurance Regulatory and Development Authority of India
IT	Information Technology
JS	JavaScript
MoA	Memorandum of Association
MySQL	My Structured Query Language
NCFE	National Centre For Financial Education
OWASP	Open Web Application Security Project
PAN	Permanent Account Number
PFRDA	Pension Fund Regulatory and Development Authority
PHP	Hypertext Preprocessor
PSUs	Public Sector Undertakings
RBI	Reserve Bank of India
RFP	Request for Proposal
SCORM	Sharable Content Object Reference Model
SEBI	Securities and Exchange Board of India
SMS	Short Message Service
SOUR	Statement of User Requirements
SQL	Structured Query Language
STQC	Standardisation Testing and Quality Certification

2. IMPORTANT DATES

#	Particulars	Information/ Dates
1	EoI Inviting Authority	National Centre for Financial Education 6th Floor, NISM Bhavan, Plot No. 82, Sector-17, Vashi, Navi Mumbai, Maharashtra - 400 703
2	Job Requirement	Design, Development, Implementation and Maintenance of a Learning Management System (LMS) for NCFE
3	Issue date of the EoI	December 12, 2024
4	Last date for receiving queries (through emails only)	December 19, 2024 by 17:00 hrs
5	Last date for submission of proposal in response to the EoI	December 26, 2024 by 16:00 hrs
6	Date & Time of Opening of EoI (Suppliers can attend the meeting to open EoI submissions either physically at the address give in section-5 or attend the meeting virtually using the link provided in the next column)	December 26, 2024 at 17:00 hrs Meeting link: https://ncfeindia.webex.com/ncfeindia/j.php?MTID=m7b496eee3faa7b5dd30510f444bef1ae Meeting number: 2512 751 7248 Password: 12345

3. INVITATION OF EXPRESSION OF INTEREST

Expression of Interest (EoI) is invited from agencies, meeting the Minimum Qualification mentioned in this document for “Design, Development, Implementation and Maintenance” of a Learning Management System (LMS) for NCFE.

For any queries, you may contact the following:

Manager-IT, NCFE

Email: itprojects@ncfe.org.in

Phone: 022-68265104/122 /123

4. INFORMATION TO SUPPLIERS

National Centre for Financial Education (NCFE) is a Company (Not for Profit), registered under section 8 of the Companies Act 2013, promoted by Reserve bank of India (RBI), Securities and

Exchange Board of India (SEBI), Insurance Regulatory and Development Authority of India (IRDAI), and Pension Fund Regulatory and Development Authority (PFRDA) to promote Financial Education across India for all sections of the population. Its vision is to undertake initiatives to make the country financially aware and empowered. In view of the said vision, NCFE carries out financial education campaigns to help people manage money more effectively to achieve financial well - being by accessing appropriate financial products and services through regulated entities with fair and transparent machinery for consumer protection and grievance redressal.

NCFE intends to develop and implement an LMS System to facilitate easy access to financial education. This invitation to tender seeks proposals from interested suppliers who have sound experience in developing LMS systems in financial education or any other domain.

For more information about NCFE, please visit <https://www.ncfe.org.in/>.

5. EoI SUBMISSION

Interested Companies shall submit the following documents as part of Expression of Interest:

#	Items
1	Covering letter as per the format given in Annexure I.
2	Details of the Supplier as per the format given in Annexure II.
3	No Conviction Letter as per the format given in Annexure III.
4	Copy of Work Orders for amounts as mentioned in Section 9.
5	Project Completion Certificates as per the format given in Annexure IV.
6	Copy of Audited Financial Statements (Profit and Loss Statement and Balance sheet) from CA for FY 2023-24, FY 2022-23, FY 2021-22 and FY 2020-21.
7	Letter of Authorization as per the format given in Annexure V duly authorizing a person as representative with all powers and authority for submission of proposal in response to this EoI.
8	Hard copy of this EoI document Signed and stamped on each page by authorized signatory of the company.
9	A copy of Certificate of Incorporation/ Registration/ MoA/ Partnership deed as applicable.
10	A copy of PAN card.
11	A copy of GST Registration certificate.

The above-mentioned documents must be enclosed in a sealed envelope super-scribed as “Expression of Interest - Design, Development, Implementation and Maintenance of a Learning Management System (LMS) for NCFE (NCFE/2024-25/EoI/02)”. Also, the name of the company and the contact number must be written on the envelope. The envelope must be delivered to the following address by hand or by registered post, on or before the deadline mentioned in Section 2:

The Senior Manager,
National Centre for Financial Education (NCFE),
6th Floor, NISM Bhavan,
Plot No. 82, Sector-17,
Vashi, Navi Mumbai, Maharashtra - 400 703.

6. INSTRUCTIONS TO SUPPLIERS

- No proposals shall be accepted after the due date and time. Proposals received after the last date shall not be opened and no further action shall be taken on such proposals. All, or any, incomplete proposals shall be rejected without any evaluation.
- Please note that Request for Proposal (RFP) shall be issued only to the shortlisted Suppliers who will be found to be eligible based on their response to this EoI.
- NCFE reserves the right to reject any or all proposals received in response to the EoI without assigning any reasons whatsoever.
- This document does not constitute an offer, nor does this document or anything contained herein, shall form a basis of any contract or commitment whatsoever.
- The Suppliers shall bear all the costs incurred for preparation and submission of response to this EoI.
- The Suppliers are advised to submit all documents as mentioned in Section 5 strictly in the prescribed format.
- Incomplete and conditional proposals shall not be accepted.
- Submission of more than one proposal by a Supplier will render the proposal liable for rejection. Suppliers may assess the nature and quantum of the activities before submitting their proposals.
- NCFE reserves the right to either shortlist the Suppliers or cancel the shortlisting process all together. The decision taken by NCFE in this regard shall be final and binding on the Suppliers responding to this EoI.
- NCFE reserves the right to reject a proposal if it was found that there was misleading or

false representation of facts or deliberate suppression of information.

7. BROAD SCOPE OF WORK

NCFE continuously makes efforts to launch a number of initiatives geared towards spreading financial literacy in different segments of the society. In view of the large population of the country, NCFE feels that the initiatives have to be technology enabled. A Learning Management System is one of such systems which can be effectively used to deliver financial education related content/sessions on a significantly large scale. Therefore, NCFE has decided to initiate a project to develop a comprehensive Learning Management System. The broad scope of work is as follows:

- a. Gathering of Functional and Non-Functional Requirements, Design & Development (which includes significant amount of customization), Testing and Hosting of LMS.
- b. Translation of existing content – The content of the current LMS (<https://ncfearthashiksha.in/>) needs to be translated into Hindi and 11 other regional languages.
- c. Content development.
- d. Maintenance and Support services for a period of three years after the project is signed off.

The purpose of the above-mentioned paragraph is merely to provide a brief of the project scope. However, the detailed scope of work shall be provided in the RFP to be issued subsequently to the eligible suppliers.

8. SUPPORT FROM NCFE

NCFE shall make the concerned officers available for any discussions as per the project schedule. Also, NCFE shall provide hosting platform for the proposed LMS. Any other support from NCFE needed for the project shall be stated in the RFP.

9. MINIMUM QUALIFICATION CRITERIA

The proposals received from interested Suppliers in response to this EoI shall be evaluated based on the following criteria. The Suppliers meeting the said criteria shall be shortlisted. NCFE reserves the right to verify the documents submitted by the Suppliers in support of the following criteria or seek any further clarification to address the issue of inadequacy of the information in their proposals.

#	Minimum Qualification/ Eligibility criteria	Proof required
1	<p>The Supplier should be registered under the Companies Act, 1956/2013, Society Registration Act, 1860/ Autonomous Body of Govt. / Partnership Firm. It should be in existence for the at least past 3 years as on November 30, 2024.</p>	<p>Copy of Certificate of Incorporation / Registration / MoA/Partnership deed as applicable.</p>
2	<p>The Supplier should fulfill <u>one of the following criteria</u> in respect of past experience of developing a comprehensive Learning Management System for financial education or for any other domain during the past 7 years (prior to 30/11/2024).</p> <p>Please note that the past experience must be strictly in the development and implementation (including customization) of an LMS System as mentioned above.</p> <p>While considering the value of the Work Orders / Agreements submitted by the supplier, only the following cost components as reflected in the work orders/ agreements shall be taken in to consideration towards the total value of the LMS System and the eligibility of the supplier shall be decided accordingly:</p> <ol style="list-style-type: none"> Cost of development and implementation of LMS System (with customization). Cost of Content development. Cost of maintenance and support services (optional). <p>Only Work Orders / Agreements reflecting at least components (a) and (b) as mentioned above shall be considered for further processing.</p> <p>If the Work Orders/ Agreements issued by the clients are not clearly indicating the nature of work as mentioned</p>	<p>Copy of Work Orders.</p>

	<p>above then such Work Orders/ Agreements must be accompanied by a special note on the letter-head of the supplier clearly stating the above-mentioned cost components.</p> <p>(i) Completed three (3) works of the above-mentioned nature each costing not less than INR 46,00,000 (Rupees Forty-Six Lakh only).</p> <p style="text-align: center;">OR</p> <p>(ii) Completed two (2) works of the above-mentioned nature each costing not less than INR 58,00,000 (Rupees Fifty-Eight Lakh only).</p> <p style="text-align: center;">OR</p> <p>(iii) Completed one (1) work of the above-mentioned nature costing not less than INR 1,04,00,000 (Rupees One Crore Four Lakh only).</p>	
3	A copy of Certificate of completion for the projects mentioned in item 5 of section 5.	Copy of Completion Certificates.
4	A copy of Audited Financial Statements (Profit and Loss Statement and Balance sheet) for FY 2023-24, FY 2022-23, FY 2021-22 and FY 2020-21. The Supplier should have a minimum average annual turnover of INR 1,04,00,000/- (Rupees One Crore Four Lakh only) calculated over a period of three (3) financial years. The best three (3) financial years out of FY 2023-24, FY 2022-23, FY 2021-22 and FY 2020-21 shall be taken into consideration for computation of the said average annual turnover.	Copy of Audited Financial Statements (Profit and Loss Statement and Balance sheet) for FY 2023-24, FY 2022-23, FY 2021-22 and FY 2020-21.
5	The Supplier should have a valid PAN and GST Registration in India.	Copy of PAN card and GST Registration certificate.
6	The Supplier should not have been blacklisted by central /State Government departments/undertakings/ Financial sector/NCFE regulators and not involved in any major litigation that may affect or compromise the delivery of service required.	No Conviction Letter duly signed as per the Format provided in Annexure III.

	The Supplier should not have been penalized or found guilty in Court of Law. Neither the Supplier nor its directors / partners have defaulted to any Bank.	
7	Suppliers should not have rejected the Letter of Intent/Purchase Order/Work Order issued to them by the client after winning a tender based on their bid which was fully compliant with the terms and conditions of the tender.	Covering letter as per Annexure-I duly signed by the authorized signatory of the Supplier.
8	Suppliers who have not failed to deliver products and services in accordance with the terms and conditions of the Work Order/Project Implementation Agreement for reasons not attributed to the client or not due to force majeure.	Covering letter as per Annexure-I duly signed by the authorized signatory of the Supplier.

10. SHORTLISTING PROCEDURE

- i. Proposals received from Suppliers shall be assessed based on the eligibility criteria mentioned in Section 9.
- ii. All proposals, meeting the eligibility criteria shall be shortlisted and the shortlisted Suppliers shall be informed.
- iii. The RFP for the above-mentioned work will be issued only to the shortlisted Suppliers.

ANNEXURE I

COVERING LETTER

(To be submitted on Company Letter-head duly stamped and signed)

To,
The Senior Manager,
National Centre for Financial Education,
6th Floor, NISM Bhavan,
Plot No. 82, Sector-17,
Vashi, Navi Mumbai, Maharashtra - 400 703.

Sub: EoI – Application for Design, Development, Implementation and Maintenance of a Learning Management System (LMS) for NCFE.

Respected Sir,

Having examined your advertisement regarding _____ dated _____ inviting proposals in response to the EoI, I/We _____, hereby declare that I/We fulfill the minimum eligibility criteria to undertake the assignment in full conformity with the terms and conditions of the EoI.

We enclose the requisite documents as follows:

1. Copy of Certificate of Incorporation/Registration/MoA/Partnership deed as applicable.
2. Copy of PAN card and GST Registration certificate.
3. Copy of audited Financial Statements (Profit and Loss Statement and Balance sheet) FY 2023-2024, 2022-23, 2021-22 and 2020-21.
4. Copy of covering letter as per the format given in Annexure I.
5. Copy of details of Supplier as per the format given in Annexure II.
6. Copy of No Conviction Letter duly signed as per the Format provided in Annexure III.
7. Copy of Work orders and Certificates of completion as per the format provided in Annexure IV.
8. Copy of Letter of Authorization duly authorizing a person as representative with all powers and authority to represent the Company for submission of proposal in response to the EoI as per Format provided in Annexure V.
9. Copy of Work Orders for amounts as mentioned in Section 9.
10. Copy of this EoI document Signed and stamped on each page by authorized signatory of

the company.

We also understand that,

1. Information/data/particulars furnished in our proposal are factually correct. We understand that NCFE reserves the right to accept or reject any or all proposals at any time without assigning any reasons. We agree to abide by all the decision(s) of NCFE in this regard. We have gone through the EoI document completely and have understood the requirements.
2. Our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.
3. We have read, understood and accepted all the terms and conditions. We unconditionally accept and abide by the terms & conditions mentioned in the EoI. Signed hard copies of the entire EoI document is being attached herewith as a proof of acceptance of the same.
4. We understand that we do not have any option to raise any objection against any of the said processes defined in the EoI and RFP on any future date.
5. We have the requisite credentials and resources to deliver the services professionally within the quoted price and agreed time frame.
6. We have adequate facilities and expertise.
7. We confirm that we never rejected any Letter of Intent/Purchase Order issued by the client in the past after winning a tender based on our bid which was fully compliant with the terms and conditions of the tender.
8. We confirm that we have never failed to deliver products and services in accordance with the terms and conditions of the Work Order/Project Implementation Agreement for reasons not attributed to the client or not due to force majeure.
9. We shall be responsible for submitting all the documents mentioned in the EoI NCFE/2024-25/EoI/02.

I/ We understand that NCFE reserves the right to reject any or all the proposals in response to the EoI without assigning any reasons whatsoever.

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

Yours faithfully,

Date :

Signature of Authorized Signatory :

Place :

Name of the Authorized Signatory :

Designation :

Name of the Organization :

Company Seal :



ANNEXURE II

DETAILS OF THE SUPPLIER

(To be submitted on Company Letter-head duly stamped and signed)

To,
The Senior Manager,
National Centre for Financial Education,
6th Floor, NISM Bhavan,
Plot No. 82, Sector-17,
Vashi, Navi Mumbai, Maharashtra - 400 703.

Sub: Details of the Supplier.

Respected Sir,

Having examined your advertisement regarding _____ dated _____ inviting proposals in response to the EoI, I/We _____, hereby submit the following details:

Brief Profile is as under:

#	Brief Contents	Application has to be submitted		
1	Name of the Company.			
2	Address of the Registered office of the Company.			
3	Key Management Personnel of the Company with their qualification and experience*.	Name	Qualification	Experience
4	Turnover (In Rupees) of the Company for the last 4 financial years / Certificate from a CA. The best 3 financial years shall be taken into consideration for computation of average annual turnover.	1. FY2020-21: 2. FY2021-22: 3. FY2022-23: 4. FY 2023-24:		
5	Number of years of experience in the field of developing a compressive Learning			

	Management System for financial education or for any other domain.	
6	PAN No. (Copy of the certificate to be attached.)	
7	GST Registration No. (Copy of the certificate to be attached.)	
8	Contact Details of Authorized Signatory	Name: Email id: Phone no:

*Can use a separate sheet if needed.

I/We hereby certify that all particulars given above are correct and true to the best of my / our knowledge. In case at any stage, it is found that the information given by me/us is false/incorrect, NCFE shall have the absolute right to take any action as deemed fit, (including termination of contract and/or blacklisting and debarring), without any prior intimation to me/us.

Yours faithfully,

Date :

Signature of Authorized Signatory :

Place :

Name of the Authorized Signatory :

Designation :

Name of the Organization :

Seal ...

ANNEXURE III
NO CONVICTION LETTER

(To be submitted on Company Letter-head duly stamped and signed)

To,
The Senior Manager,
National Centre for Financial Education,
6th Floor, NISM Bhavan,
Plot No. 82, Sector-17,
Vashi, Navi Mumbai, Maharashtra - 400 703.

Sub: No Conviction Letter.

Respected Sir,

Having examined your advertisement regarding _____ dated _____ inviting proposals in response to the EoI, I/We _____, hereby submit the No Conviction Letter as follows.

I/We the undersigned, having registered office at (Address of the registered office) declare that I/We have never been blacklisted or restricted to apply for any RFP related activities by any Central / State Government Department / undertakings / Financial Sector Regulators / PSUs / NCFE or by Court of Law anywhere in the country.

I/We have never been involved in any major litigation that may affect or compromise the delivery of services required as stated in this EoI.

I/We have never been penalized or found guilty in the Court of Law.

I/We (directors / partners) have never been declared as defaulters by any Bank.

On behalf of _____, I/We undertake full responsibility of the information submitted herewith and I/We understand that NCFE reserves the right to reject the proposal without assigning any reasons whatsoever if the above information is found incorrect at any stage of the process.

Date : _____ Signature of Authorized Signatory :

Place : _____ Name of the Authorized Signatory :

Designation :

Name of the Organization :

Seal ...

ANNEXURE IV**PROJECT COMPLETION CERTIFICATE**

(On the letter-head of the client of the Company, duly stamped and signed)

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s _____ has successfully completed the project _____ . The value of the project is Rs. _____.

The project was carried out from _____ to _____.

The performance of M/s. _____ was satisfactory during the tenure of the project with us.

Date :

Signature of Authorized Signatory of the client:

Place :

Name of the Authorized Signatory of the client:

Designation of the client:

Name of the Organization of the client:

Company Seal of the client:

ANNEXURE V**LETTER OF AUTHORIZATION**

(To be submitted on Company Letter-head duly stamped and signed)

To,
 The Senior Manager,
 National Centre for Financial Education,
 6th Floor, NISM Bhavan,
 Plot No. 82, Sector-17,
 Vashi, Navi Mumbai, Maharashtra - 400 703.

Sub: Authorization of person responsible for submission of EoI.

Respected Sir,

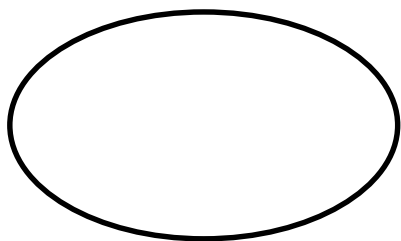
I/We, _____, in the capacity of _____ (Designation) hereby authorize Mr/Ms _____, (Designation) to act on behalf of our company for submission of EoI for “Design, Development, Implementation and Maintenance of a Learning Management System (LMS) for NCFE”.

It is further submitted that the person shall be the authorized signatory of the proposal in response to the EoI.

I/We on behalf of our company undertake to take full responsibility of the proposal(s) / information submitted by the authorized person and we shall not hold NCFE responsible for any wrongful act committed by the authorized person during the shortlisting process. In case of any change of the authorized person on a later date, I/We shall inform NCFE immediately.

I/ We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification by NCFE without assigning any reasons whatsoever at any stage of the process.

The signature of the person being authorized is provided in the encircled space below and attested by the undersigned.



I attest the above signature.

Yours sincerely,

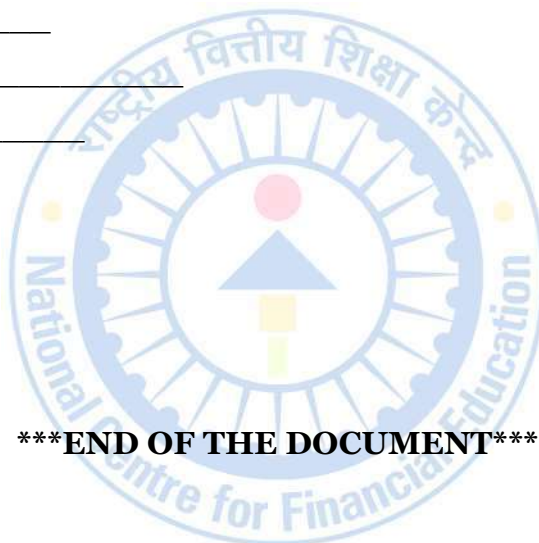
Signature: _____

Name: _____

Designation: _____

Date: _____

Seal of Company



*****END OF THE DOCUMENT*****