



Reserve Bank of India

Human Resource Management Department

**Invitation of Expression of Interest (EOI) from reputed vendors for
procurement of licenses for e-Learning courses**

RBI Academy, Human Resource Management Department, 20th Floor, Central Office, Reserve Bank of India, Fort, Mumbai – 400 001 invites Expression of Interest (EOI) from eligible reputed vendors for procurement of 1000 licenses for e-Learning courses.

Last Date of submission of response for EOI is March 27, 2020 at 1500 hours. For details, please visit 'Tenders' Section on www.rbi.org.in for details.

Chief General Manager-in-Charge
Human Resource Management Department, Central Office



Reserve Bank of India

Expression of Interest (EOI) for e-Learning courses

RBI Academy
Human Resource Management Department (HRMD)
Reserve Bank of India
20th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

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DISCLAIMER & DISCLOSURES

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

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

The proposal in response to the EOI should be signed and submitted by a person duly authorized to bind the respondent company to the details submitted in the proposal in response to the EOI. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered by the competent authority to sign the necessary documents and bind the response. Any clarification sought can be mailed to rbiacademy@rbi.org.in. All clarifications sought shall be posted on Bank's website. All clarifications sought should end prior to the last date of submission of queries specified in SCHEDULE.

1. SCHEDULE

The following table is an indicative time frame for the overall process. The Reserve Bank of India reserves the right to vary this time frame and/or venue at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the time frame and/or venue will be communicated to the respondents concerned.

Sr.	Process	Date and Time
1	Date of Issue of EOI documents	February 10, 2020
2	Last date for submission of queries seeking clarification	February 18, 2020
3	Date and Time of Pre-bid meeting	February 27, 2020
4	Last date of issue of addendum/corrigendum, if any	March 06, 2020; 3 pm
5	Last date and time for submission of EOI	March 27, 2020; 3 pm
6	Opening of EOI	March 27, 2020; 3 pm

For the Presentation before the committee, the bidder should be available on one day notice by email.

Contact details:-

I.	Venue for Meetings / Presentations	RBI Academy, Human Resource Management Department (HRMD) 20 th Floor, Central Office Building, Reserve Bank of India, Shahid Bhagat Singh Road Mumbai-400 001.
II.	All Queries to be mailed to	rbiacademy@rbi.org.in

1. This document can also be downloaded from the 'Tenders' section of RBI's website (<https://rbi.org.in/>)
2. Queries / clarifications can be sought by email till the date mentioned as per above Schedule. Emails in this regard should be sent to rbiacademy@rbi.org.in

and should have the subject "Expression of Interest for e-Learning Courses". Queries sent to any other email ID/through post may not be considered by the Bank.

3. The response to the EOI should be submitted in a sealed cover (along with a CD containing soft copies of the response and all relevant documents) at the following address

Chief General Manager-In-Charge
Human Resource Management Department (HRMD)
RBI Academy, 20th Floor, Central Office Building,
Reserve Bank of India,
Shahid Bhagat Singh Road
Mumbai-400 001.

4. The sealed envelope/cover should be super scribed with the title "Expression of Interest for Implementation of e-Learning courses". The response should be signed and submitted by a person duly authorized to bind the bidding company to the details submitted in the proposal in response to the EOI. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered by the competent authority to sign the necessary documents and bind the bidding. The due date for submission of EOI is 3 PM on March 27, 2020.

2. Background

- 2.1. The Reserve Bank of India (hereinafter referred to as 'RBI' or "Bank") was established on April 1, 1935 in accordance with section 3 of the Reserve Bank of India Act, 1934. The details of the Bank are available on RBI website <https://rbi.org.in>
- 2.2. RBI Academy, functioning under the Human Resource Management Department (HRMD) is the Apex Training Institute of RBI, (hereinafter referred to as "RBIA" or "Academy") essentially caters to advanced training need of its staff.
- 2.3. RBIA desires to procure 1000 licenses for online courses from reputed vendors for online training of its employees.
- 2.4. RBI issues this 'Expression of Interest', hereinafter called 'EOI'.

3. PURPOSE

- 3.1. RBI proposes to procure 1000 licenses for online courses (one license would authorize one user to complete one course) for a duration of one year and invites response to EOI from reputed e-Learning course vendors / Massive Open Online Course (MOOC) vendor/authorized partners (hereinafter referred to as 'vendors') who can provide e-Learning Courses to provide training to the officers of the RBI. These courses should be standardized online courses developed by the vendor. The details of the same has been provided in section 4.
- 3.2. This EOI is issued for inviting responses from prospective bidders to express their interest in providing e-Learning courses.
- 3.3. This EOI does a fair amount of detailing of the requirements to enable quality and detailed responses. However, these requirements are subject to modification/addition/deletion and the final specifications will only be prescribed in the Request For Proposal (RFP).
- 3.4. A bidder submitting a response to EOI for e-Learning courses shall hereinafter be referred to as 'respondent' or 'bidder'.
- 3.5. This EOI document is neither an offer letter nor a legal contract, but an invitation for Expression of Interest.

- 3.6. No contractual obligation on behalf of the Bank whatsoever shall arise from this EOI.
- 3.7. RBI subsequently shall be floating a Request for Proposal (RFP) to those bidders who qualify in EOI process for selection of bidder for its development and implementation.
- 3.8. EOI and RFP for e-Learning courses will be treated under process unless and until a formal contract is signed and executed by duly authorized officers of the RBI and the selected respondent / bidder.

4. Scope of the Solution

- 4.1. The RBI Academy plans to purchase 1000 licenses for online courses wherein one license would authorize one user to enrol in one course. These courses should be standardized online courses developed by the vendor.
- 4.2. The Academy proposes to use these 1000 licenses in one year. However, in case of non-utilization of 1000 license in one year, the Academy should have the option to extend the duration by another 6 months without any extra cost.
- 4.3. **Relevant Verticals/Topics:**

S.No.	Vertical	Course Name (The list is indicative and not exhaustive. Similar other courses available on the same topics/coverage may be indicated by the vendor)
1	Economics	1) Basics of Macroeconomics 2) Microeconomics 3) Basic Econometrics 4) Game Theory
2	Finance and Accounting	1) Fixed Income Securities 2) Corporate Finance 3) Financial Statement Analysis 4) Analysing Balance Sheet of a Bank / NBFC 5) Ind-AS

		6) Financial Markets 7) Derivatives
3	Risk Management	1) Operational Risk Management 2) Credit Risk Model 3) Market Risk Model 4) Credit Risk – Project Finance
4	Data Science	1) Basic Statistics 2) Data Analytics with R 3) Data Analytics with Python 4) Machine Learning/Deep Learning/ Artificial Intelligence 5) Financial Accounting, Internal Audit, Course on System of National Account. 6) Intermediate Econometrics for Forecasting.
5	Information Technology / FinTech	1) Cyber Security 2) Blockchain and Digital Currencies 3) Information Systems Audit 4) Information Security 5) Excel 6) Power BI 7) Share Point
6	Human Resources and Leadership	1) Employee Engagement 2) Conscious Listening 3) Giving and Receiving Feedback for Management and Leadership 4) Communication and Presentation Skills
7	Others	1) Project Management 2) Strategic Management

4.4. **Number of Courses** – To start with, the vendor would provide access to 34 courses as mentioned above (point 4.3). However, there should be a provision to add more courses to the catalogue as and when need for a specific course arises keeping the future training needs of the Bank.

- 4.5. **Number of Licenses** – The EOI should be for 1000 licenses wherein one license would authorise one user to enrol in one course. There would not be any charges incurred till the time a user does not enrol in a course. One license will be considered to be used only when a user has enrolled in a course. Number of enrolment in each course may vary. For eg- A course on Cyber Security may get 40 enrollment whereas a course on Employee Engagement may have only 5 enrollment. The Bank would be paying as per the actual enrolment in each course.
- 4.6. **Dashboard** – Admin should be able to get a real-time update about the employee's progress using dashboard.
- 4.7. **Assessment** -Each course should have an assessment in terms of MCQ or project work at the end of the course.
- 4.8. **Certification** – A certificate shall be awarded to participants after successful completion of the course.
- 4.9. **VAPT / RA requirement** -The online platform might need to undergo Vulnerability Assessment, Penetration Testing (VAPT) and other Security and risk assessment before Go Live or might need to share relevant VAPT reports periodically for scrutiny. If there any major gaps in the assessment, it is the responsibility of the vendor to fix those gaps before Go Live at no additional cost to the Bank during the contract period.

5. Procurement Process

The following process shall be followed to complete the procurement for this project:-

- i. Issue of document inviting EOI.
- ii. Receipt of EOI from bidders.
- iii. Evaluation of Bidders post fulfilment of the minimum eligibility criteria
- iv. Short listing of eligible EOI bidders
- v. Issue of RFP to short listed bidders on submission of non-disclosure agreement.
- vi. Receipt of bids from EOI short listed bidders
- vii. Evaluation of bidders based on decided parameters.
- viii. Opening of commercial bids for the qualified bidders.
- ix. Selecting final bidder based on the commercial bid.

RFP shall be issued only to bidders shortlisted based on their EOI.

6. ELIGIBILITY CRITERIA

S.No	Eligibility Criteria	Documentation Required
1	The bidder should have a local presence of support center / sales office in India	Bidder should specifically confirm on their letter head in this regard.
2	Bidder should have experience of minimum 3 years as on 10.02.2020, in providing online learning content with test / assessment capabilities to companies/ PSUs /Banks or their immediate regulators in India/abroad.	Copy of the order and / or Certificate of completion of the work.
3	The Bidder must have an average annual revenue of minimum Rs.5 crore during last 3 financial years.	Audited financial statements indicating the annual revenue figures as requirement set forth in the eligibility criteria. Or Auditor/Chartered Accountant Certificate.
4	The bidder should provide courses which contains video lectures, quiz, discussion forums, assignments and should be accessible on mobile.	Bidder should specifically confirm on their letter head in this regard.
5	The bidder(s) should not be currently blacklisted by any financial institution/regulator.	A self-declaration on the company letter head stating that the company is not barred by any financial institution / regulator in India or abroad.

7. EVALUATION OF EOI

7.1. Bidders will be shortlisted based on their EOI response and demonstration of the capabilities of the proposed solution to RBI. The total score for evaluating the Bidder would be of 100 marks. The breakup for the 100 marks which is allocated for the evaluation is given in the table below:

Sr.	Criteria	Maximum Marks	Documentary Evidence Required
1	Evaluation on the basis of the submitted application for functional requirements a) Courses/Topics Courses/ Topics available as on 07.02.2020 – 30 marks b) Features (details provided in 7.2)– 15 marks	45	As per the format in 7.2 and 7.3 The vendor in the proposal should provide a brief overview of each course along with assessment and certification details.
2	Quality of the courses (instructors profile, viewership, reputation of institutes offering the courses, course duration etc.)	15	Details should be provided in the proposal
3	Details of companies/Banks/PSUs where e-learning modules have been provided, with minimum user strength of 300 within last 3 years (i.e. February 2017 to February 2020)	25	Copy of Purchase Order and / or Certificate of completion of the work.
4.	Project Management, Implementation and Team profile. Details regarding implementation roadmap and details of support to be provided during and after roll out.	15	Details should be provided in the proposal
Total		100	

Vendors may be invited for presentation/demo as per the discretion of the Bank.

7.2. **Format for submission of courses/topics (Vendor may add extra rows for submission of any other relevant course(s) available under a particular domain)**

S. No	Domain: Economics	Available (Yes/No)	Certification (Yes/No)	Assessment (Yes/No)
1	Basics of Macroeconomics			
2	Microeconomics			
3	Basic Econometrics			
4	Game Theory			
	Domain : Finance and Accounting			
5	Fixed Income Securities			
6	Corporate Finance			
7	Financial Statement Analysis			
8	Analysing Balance Sheet of a Bank / NBFC			
9	Ind-AS			
10	Financial Markets			
11	Derivatives			
	Domain : Risk Management			
12	Operational Risk Management			
13	Credit Risk Model			
14	Market Risk Model			
15	Credit Risk - Project Finance			
	Domain : Data Science			
16	Basic Statistics			
17	Data Analytics with R			
18	Data Analytics with Python			
19	Machine Learning / Deep Learning/ Artificial Intelligence			
20	Financial Accounting, Internal Audit, Course on System of National Account			
21	Intermediate Econometrics for Forecasting.			
	Domain: Information Technology/FinTech			
22	Cyber Security			
23	Blockchain and Digital Currencies			
24	Information Systems Audit			
25	Information Security			
26	Excel			

27	Power BI			
28	Share Point			
	Domain: Human Resources and Leadership			
29	Employee Engagement			
30	Conscious Listening			
31	Giving and Receiving Feedback for Management and Leadership			
32	Communication and Presentation Skills			
	Domain : Others			
33	Project Management			
34	Strategic Management			
Total Score = (Number of Yes / 102)*30				

One mark would be awarded for each Yes (Maximum 3 marks for each course if all 3 boxes are ticked in each row) and then the score obtained would be scaled to 30.

7.3. Format for Features available

S. No	Features	Yes/No	Total Marks (15)
1	Asynchronous Learning: Self-paced courses, combining videos, online readings, messaging and question/answer forums, assessments etc, where students can engage with the material at their own pace		3
2	Dashboards: Configurable dashboards for both learners and administrators for at-a-glance evaluations of training activities, monitoring learner performance		2
3	Reporting Tools: Access to reports that span across multiple data points including time spent, scores achieved, progress made, graphical reports like bar charts, pie charts, etc		2
4	Contents accessible on mobile devices like tablets and smartphones along with desktop to enable anytime anywhere learning. Also off-line learning facility with automatic tracking and syncing when back online.		2
5	Courses to have standard attributes regardless of delivery mechanism including Title, Description, Length/duration, Pre-requisites, etc		2

6	Customization: Capability to create a familiar, learner-centric experience for our employees, with our own logo and branding		2
7	Regular creation and updation of fresh contents for courses listed above(at least every 6 months) to maintain the offerings current and relevant to users		1
8	User Management Tools: specifying expiry date for user accounts, defining password management mechanism, restricting user registration or login into the portal based on eligibility and pre-defined conditions, right to admin to assign or approve enrolment in a course etc.		1
		Total Score (out of 15)	

- 7.4. The Bidder scoring the minimum eligibility cut-off of 50% out of total 100 marks and 22.5 marks out of 45 under Criteria No.1 (Courses/Topics and Features) would be invited for RFP.
- 7.5. Bank has the discretion to ask for any additional documents or inputs at later point of time for the purpose of bidder evaluation.
- 7.6. RBI subsequently shall be floating a Request for Proposal (RFP) to those bidders who qualify in EOI process for selection of bidder for providing 1000 licenses for e-Learning courses after signing a Non-Disclosure Agreement with the RBI in a specific format.

8. TERMS AND CONDITIONS

- 8.1. This document is neither an offer letter nor a legal contract, but an invitation for EOI. This Document is issued with no commitment. RBI reserves the right to withdraw EOI and or vary any part thereof at any stage.
- 8.2. By participating in this EOI process, the respondent agrees to be bound by each of the terms and conditions set forth in this document.
- 8.3. No contractual obligation, whatsoever, on behalf of RBI shall arise from this EOI unless and until a formal contract is signed and executed by duly authorised officers of RBI and the respondent.
- 8.4. RBI may modify any / all of the terms of this EOI giving due notification through RBI's website (<https://www.rbi.org.in>) and shall be entitled, to invite 'Request for Proposal' (RFP) only from select eligible respondents based upon transparently laid out norms set out in this document.
- 8.5. RBI will not be liable for any costs incurred by the respondent in preparation of response to this EOI.
- 8.6. The preparation of respondent's proposal will be made without obligation by RBI to acquire any of the items included in the respondent's product, or to select any respondent's proposal, or to discuss the reasons why the respondent's proposal is accepted or rejected.
- 8.7. The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The authorized signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the bid documents and bind the bidder The Bidder shall furnish proof of signature identification for above purposes as required by the Bank.
- 8.8. RBI makes no commitments, implied or otherwise, that the issuance of this EOI, the respondent's preparation and submission of a response and subsequent evaluation of the respondent's response can result in a business transaction with the respondent or any other participant, even if all the requirements in the EOI are met.
- 8.9. RBI reserves the right to accept or reject any responses, in whole or in part, and to enter into discussions and/or negotiations with any one or more prospective bidders at the same time and/or at any time, and to terminate negotiations at any time without incurring any liability.

- 8.10. In no event can RBI and its affiliates have any liability for any direct, indirect, special, punitive, consequential or any other damages (including, without limitation, lost profits) relating to the subject matter of this EOI or to awarding (or not awarding) any contract to any entity.
- 8.11. RBI will not be responsible for oral clarification.
- 8.12. Commercials should not be quoted/indicated at any place and in any form in the EOI response. The response of any respondent quoting/indicating commercials, whether directly or indirectly, will be liable to be summarily rejected and may be debarred from future responses to the Bank.
- 8.13. **Conflict of Interest:**
- 8.13.1. Where there is any indication that a conflict of interest exists or may arise, it shall be the responsibility of the Bidder to inform RBI, detailing the conflict in writing as an attachment to this Bid.
- 8.13.2. RBI will be the final arbiter in cases of potential conflicts of interest. Failure to notify RBI of any potential conflict of interest will invalidate any verbal or written agreement.
- 8.13.3. A Conflict of Interest is where a person who is involved in the procurement has or may be perceived to have a personal interest in ensuring that a particular Bidder is successful. Actual and potential conflicts of interest must be declared by a person involved in a Bid process.
- 8.14. If any information provided by the respondent is found to be inaccurate at any stage, RBI may, at its discretion, disqualify the respondent and no correspondence will be entertained in this regard.
- 8.15. EOI response received after the scheduled time specified in SCHEDULE will not be accepted under any circumstance.
- 8.16. EOI response once submitted cannot be modified.
- 8.17. All pages submitted as part of the EOI response should be sequentially numbered.
- 8.18. Queries / clarifications should be submitted in the following format:

Serial No.	Page No.	Point No.	Description as given in this document	Clarification sought	Additional remarks (if any)

ANNEXURE I - Respondent information with supporting documents

BIDDER DETAILS			
1	The registered name of the bidding company		
2	Business address for correspondence	Location	
		Street	
		Locality	
		City	
		Pin Code	
		Country	
		Telephone	
		Facsimile	
		Email	
		Other	
3	Name of the Bidder's Contact Person		
4	Contact's position with Bidder	Mobile	
		Telephone	
		Email ID	
5	Contact addresses if different from above	Location	
		Street	
		Locality	
		City	
		Pin Code	
		Country	
		Telephone	
		Facsimile	
		Email	
Other			
6	Business structure		
7	Company's registered address		
8	Details of company registration		
9	Names of Directors	Chairman/President/Managing Director(s)	
10	Include a structure chart reflecting the organization		
11	Eligibility Criteria – Provide supporting documents for eligibility criteria		

12	Evaluation Criteria – Provide details and supporting documents for evaluation criteria	
13	Details of experience/knowledge possessed in the area of implementing e-learning courses	
14	Detailed Project Plan along with implementation roadmap and details of support to be provided during and after roll out of e-learning modules at the Bank.	
15	Declaration by the authorised signatory through authenticated documentary evidence establishing that he/she is empowered by the competent authority to sign the necessary documents.	