

**Request for Quotation (RFQ)**  
**For**  
**E-Content (SCORM) Editing Project**

**Document No: LFS/2223/UPS/RFQ01**

**Issued by:**



**Life Sciences Sector Skill Development Council**

14, Palam Marg, 2<sup>nd</sup> Floor Rear, Vasant Vihar, New Delhi 110057

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## **LIFE SCIENCES SECTOR SKILL DEVELOPMENT COUNCIL (LSSSDC) – AN INTRODUCTION**

Established in 2014, Life Sciences Sector Skill Development Council (LSSSDC) is an Industry –led, Vocational Education Awarding Body approved by NCVET under Ministry of Skill Development and Entrepreneurship, Govt. of India. LSSSDC is a not for profit organization, registered under the Societies Act, 1860. As a National level organization, in partnership with various stakeholders groups, it is committed to serve to address the skill shortfalls in the Life Sciences Sector in India.

The Life Sciences Sector Skill Development Council (LSSSDC), set up specifically for skill development & training for the Life Sciences (Pharmaceutical, Biotechnology and Contract Research) industry, has developed Occupational Standards and Qualification Packs (standard of performance for specified job role), which have been validated by Industry (including our Members) and utilized to launch vocational education qualifications approved by NCVET, Govt of India. The key objective of the LSSSDC is to create a robust and vibrant eco-system for quality education and skill development in Life Sciences space (comprising Pharmaceuticals, Biotechnology and Clinical Research) in the country.



## REQUEST FOR QUOTATION

LSSSDC seeks RFQ from reputed e-content development agencies which can undertake the following:

**Assist LSSSDC in editing of E-content (SCORM package)**

## PROJECT SCOPE & BRIEF

### Current Scenario & Objective of the Project

Currently, LSSSDC has three (3) published e-content as Scorm package. They are available in following two forms:

1. OST in English with Voice over in English
2. OST in English with voice over in Hindi

The raw Hindi script for the entire content is available with LSSSDC and shall be passed onto the selected E-content development agency.

### Scope of Work

The scope of this project shall include but not necessarily be limited to the following tasks:

- A. Replacement of On-Screen-Text (OST) in published SCORM package to Hindi from English with help of raw Hindi script provided by LSSSDC Team
- B. Edit and fine tune the animation of edited Hindi OST with available integrated voice over from the available Hindi voiced over content
- C. Replacing the Qualification Details slides with new version slides (approx. 5 slides each program )
  - (a) Content with OST in English with Voice over in English
  - (b) Content with OST in English with voice over in Hindi
  - (c) Content with OST in Hindi with Voice over in Hindi

The Published module details are listed below:

A1.

Module Details for 360 Degree GMP for Production Machine Operator	Module Duration
Introduction Module	45 mins

<b>Pre-Program Assessment</b>	20 mins
<b>Basics of WHO and cGMP guidelines applicable for Production Machine Operators</b>	60 mins
<b>Basics of Machine Maintenance and Calibration as per cGMP guidelines</b>	60 mins
<b>Reporting, Labelling and Audit Facing Guidelines</b>	60 mins
<b>Clean Room, Hygiene, PPE and Covid19 Protocols</b>	60 mins
<b>Accidents, Hazards, Fire and Emergency Response</b>	20 min
<b>Environment Sustainability and Waste Management</b>	60 mins
<b>Communication Skills</b>	30 mins
<b>Planning and Organizing Skills</b>	30 mins
<b>Financial Literacy</b>	35 mins

A2.

<b>Module Details for 360 Degree GMP for Packaging Assistant</b>	<b>Module Duration</b>
<b>Introduction Module</b>	45 mins
<b>Pre-Program Assessment</b>	20 mins
<b>Basics of WHO and cGMP guidelines applicable for Packaging Assistants</b>	60 mins
<b>Reporting, Labelling and Audit Facing Guidelines</b>	60 mins
<b>Clean Room, Hygiene, PPE and Covid19 Protocols</b>	60 mins
<b>Accidents, Hazards, Fire and Emergency Response</b>	20 min
<b>Environment Sustainability and Waste Management</b>	60 mins
<b>Communication Skills</b>	30 mins

Planning and Organizing Skills	30 mins
Financial Literacy	35 mins

A3.

Module Details for 360 Degree GMP for Manufacturing Assistant	Module Duration
Introduction Module	45 mins
Pre-Program Assessment	20 mins
Basics of WHO and cGMP guidelines applicable for Manufacturing Assistants	60 mins
Reporting, Labelling and Audit Facing Guidelines	60 mins
Clean Room, Hygiene, PPE and Covid19 Protocols	60 mins
Accidents, Hazards, Fire and Emergency Response	20 min
Environment Sustainability and Waste Management	60 mins
Communication Skills	30 mins
Planning and Organizing Skills	30 mins
Financial Literacy	35 mins

- The expected timelines of the completion of above shall be 5 working Days for each Content

## SCHEDULE OF EVENTS

The following table provides a schedule of Events relating to this request.

Event	Target Date
RFP issued to the Vendors / Published on the website	13 September 2022
Clarification session on RFP for the vendors	15 September 2022
Last date of submission of Quotation	20 September 2022
Award of Contract by LSSSDC	21 September 2022
Commencement of implementation of project	22 September 2022
Estimated Project closure date with Final Version of Content approval from LSSSDC	13 October 2022

\*The dates furnished above are subject to revision by LSSSDC

## PROJECT DELIVERABLES & TIMELINES

S. No.	Activity	Timeline
1	Commencement of Implementation of Project	
2	Sharing of content from LSSSDC with Hindi Scripts	
3	Replacement of OST to Hindi	
4	Approval from LSSSDC for the translated OST	
5	Final beta version of the content	

## QUOTATION OPENING AND EVALUATION CRITERIA

LSSSDC has constituted a Selection Committee (comprising Standards Team members and one member each from two different departments of the council) to evaluate the responses of the bidders to the RFQ.

### Evaluation of Bid

- A two-stage Evaluation Criteria will be adopted in evaluating the bids.

**Bidding Protocol**

- The commercial bids will be opened and evaluated of only those consortia / consulting firms which secures at least minimum technical score of 70% of the obtainable score of 100 points.
- Consortium is not allowed to submit RFQ.

▪ **Technical Bid**

Individual E-content development agencies must

- A. Have capability to create digital content, interactive e-content with sound knowledge of LMS (Learning management system)
- B. have prior Experience in e-content (Scorm) development, Story Boarding, technical writing etc for Life Sciences Sector in India in India or Abroad or both.
- C. secure minimum technical score of 70% of the obtainable score of 100 points

**Note:** Prior experience, as stipulated above, should be present amongst technical team of independent e-content development agency (proof of which would need to be provided with Bid)

S. No.	Evaluation Criteria / Definition	Point Score	
1	<b>Profile of the technical team executing the Project</b>	25	
	Members executing the project having minimum 5 years of relevant experiences (content development/e-content development, LMS etc as given in point A & B as above) : Expected to have 5-10 team member with min. 2 members having 5 years relevant experience in Life Sciences Sector content development		10
	Head of the Project having experience of Life Sciences Sector: Expected to have 10-30 years of Content Development experience		5
	Team Size allocated for project: Expected to have 5-10 team members allocated for project		10
2	<b>Spread and Reach of the independent e-content development agency</b>	15	
	Spread and reach of operations across states / regions/ countries in the area of content development/e-content development: Every relevant project to get maximum 3 marks, Maximum 5 Citations		15
3	<b>Experience of the independent e-content development agency in projects in Life Sciences in India and/or Abroad</b> (any project in addition to experience of creating e-content in Life Sciences Sector in India and abroad which is a must – as given above “1”). The objective is to understand the depth and knowledge base available with the agency in Life Sciences sector for content development, necessary for successful execution of the project. Every relevant project to get maximum 5 marks, Maximum 3 Citations	15	
4	<b>Approach &amp; Methodology of Execution</b> (Description of the methodology to be adopted to execute the project. This includes approach, processes, team/ resource utilization, key activities, work plan in line with	20	



	timelines, and reporting and control mechanism to be used to efficiently manage the project)	
5	<b>Timelines for Execution</b> (Capacity to achieve and complete the project timelines as defined in the RFQ. Please provide timeline charts showcasing planned vs achieved, pertaining to last 5 projects executed, of which min. one should preferably be in Life Sciences Sector). Every citation will have 5 points.	25
<b>TOTAL POINTS</b>		<b>100</b>

- **Financial Bid:** The Bidder shall indicate the prices of services it proposes to supply under the contract.

**Clarification:** The financial bids should cover the following, as given in the Scope of Work

Services	Fee for Services (Indian Rs)
<ul style="list-style-type: none"> <li>• E content Editing Work: <b>Quote for 3 programs in total</b></li> </ul>	

- The contract will be awarded to the organisation which **qualifies the minimum score of technical bid and gets the highest score in overall evaluation** based on weightage average method.
- For the purpose of evaluation, the **weightage given to technical bid score and financial bid score is 50%:50% respectively.**
- The scores will be calculated up to **one decimal place**
- In case of a tie between two bidding organizations for overall evaluation score, the decision of selection committee shall be taken as final for project award.

**Note:** The Bidder shall indicate the prices of services it proposes to supply under the contract. All costs shall be inclusive of all taxes, duties, charges and levies of State or Central Governments, as applicable, at the date of signing the Agreement and subject to deduction of all statutory deductions applicable, if any. In case of upward revision to duties and taxes the Bidder will be responsible to incur the additional cost. The Bidder has to include all costs like Travel, stationary, Lodging & Boarding, Local Travel expenses, etc incurred during the execution and LSSSDC will not bear any additional costs on these beyond agreed.

## QUOTATION CONTENT GUIDELINES

In order to facilitate the evaluation by the LSSSDC Selection Committee and to ensure each Quotation receives full consideration, Quotations should be accompanied by the documents as listed below.

- **Quotation Submission Letter along with Table of Contents, Executive Summary, Agency's Profile**
- **Technical Quotation along with**
  - **A Descriptive Note on the Project & deliverables as per your understanding.**
  - **Approach Paper with details on methodology:** This section should demonstrate the Bidder's responsiveness to meet or exceed the specifications, given by LSSSDC. The description below briefly describes the proposed methodology. The selected vendor may suggest changes/ additions/ modification for more effective achievement of the objective by:
    - Referring to the e-content development, a sample SCORM content preferably in Hindi language in a flash drive/ hard drive.
    - All the published content shall be provided to vendor by LSSSDC
    - The Hindi scripts of the voice over used shall also be provided to the vendor so that they can use the same for OST replacement
    - **Prior Experience with regard to e-content development** – Details to be attached
    - **Profile of technical team proposed to execute the Project in life sciences sector** - Details to be attached
    - **List of licensed software used by technical team executing the Project** - Details to be attached
    - **Timelines for Execution of the Project** – Your estimates in case differs from expected timelines

## QUOTATION PREPARATION COSTS

- The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of Quotation, in providing any additional information required by LSSSDC to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. LSSSDC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process
- This RFQ does not commit LSSSDC to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this bid
- All materials submitted by the bidder become the property of LSSSDC and may be returned completely at its sole discretion

## BIDDERS' INQUIRIES AND LSSSDC'S RESPONSES

- All enquiries / clarifications from the bidders related to this RFQ, must be directed in writing exclusively to **Mrs. Shivi Chaudhary-Dy. Manager Standards and Training Advisory, Life Sciences Sector Skill Development Council** at her email ID [shivi.chaudhary@lsssdc.in](mailto:shivi.chaudhary@lsssdc.in)

## VENUE AND DEADLINE FOR SUBMISSION

- **Quotations must be received at the address specified below by 1700 hours on 19<sup>th</sup> September 2022**, by the authorized representative mentioned in the document.  
**Mrs. Shivi Chaudhary,**  
**Dy. Manager- Standards and Training Advisory**  
**Life Sciences Sector Skill Development Council**  
**14 Palam Marg, Rear 2<sup>nd</sup> floor**  
**Vasant Vihar, New Delhi 110057**
- Any Quotation received by the LSSSDC after the above deadline shall be rejected and returned unopened to the Bidder
- The bids submitted by fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter
- LSSSDC shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained
- LSSSDC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments

## GENERAL INSTRUCTIONS

- The agency submitting the Quotation must be a legal entity duly incorporated under the law and MUST not be a consortium
- Must have a Permanent Account Number (PAN) from Income Tax authorities and GST.
- All the communication to LSSSDC including the Quotation and the bid documents shall be signed on each page by the authorized representative of the bidder and authority letter should be attached with the bid
- The bidders should submit their **Quotations in 2 sets** of printed copies and a non-rewritable CD/ Flash drive as a single file in PDF format.  
The Bid should be submitted in two separate envelopes;
  - **Technical Quotation**
  - **Financial Bid**
- All pages of the Quotation must be sequentially numbered and shall be initialled by the Authorized Representative of the bidder
- The technical part of the Quotation should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the Financial Bid
- Information which the Bidder considers proprietary, if any, should be clearly marked “proprietary” next to the relevant part of the text and it will then be treated as such accordingly

- All prices shall be quoted in Indian Rupees (INR)
  - Quotations shall remain valid for Sixty (60) days after the date of Quotation submission prescribed by the LSSSDC. A Bidder granting the request will not be required nor permitted to modify its Quotation
  - The Bidder shall seal the Quotation in one outer and two inner envelopes, as detailed below
  - The outer envelope shall be addressed to –  
**Mrs. Shivi Chaudhary,**  
**Dy. Manager- Standards and Training Advisory**  
**Life Sciences Sector Skill Development Council**  
**14 Palam Marg, Rear 2nd floor**  
**Vasant Vihar, New Delhi 110057**  
Marked Clearly **Quotation for – “E-content Editing Project (SCORM Package)”**
- Both inner envelopes shall indicate the name and address of the Bidder
- (a) The first inner envelope shall contain the technical information with 2 hard copies duly marked “Original” and “Copy” and one soft copy
  - (b) The second inner envelope shall include 2 copies of the Financial Bid duly marked “Original” and “Copy”
  - (c) The hardcopies of the Technical Quotation and Financial Bid should be in separate sealed envelopes, clearly marked as “Response to RFQ for “E-content Editing Project (SCORM Package)” (Technical Quotation or Financial Bid – as the case maybe)
  - (d) The outer envelope shall indicate the name and address of the bidder to enable the Quotation to be returned unopened in case it is declared "late." Both inner and outer envelopes shall be addressed to LSSSDC at the address specified above

The Bidder may withdraw its Quotation after the Quotation’s submission, provided that written notice of the withdrawal is received by the LSSSDC prior to the deadline prescribed for submission of Quotation

## RIGHTS OF LSSSDC

- At any time, LSSSDC may, for any reason, modify the RFQ Document by an amendment.
- The amendment will be intimated to all proposers who confirm their intention to participate, by email
- In order to accord prospective Bidders reasonable time to take the amendment into account in preparing their bids, LSSSDC may, at its discretion, extend the last date for the receipt of Bids
- The bidders are allowed to resubmit their bid- if required, after such amendments
- If LSSSDC deems it appropriate to revise any part of this RFQ or to issue additional data to clarify an interpretation of provisions of this RFQ, it may issue supplements to this RFQ
- LSSSDC may, at it’s discretion, extend the deadline for submission of Quotations by issuing a corrigendum through email to all confirmed proposers, in which case all rights and obligations of the project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended

- LSSSDC may terminate the RFQ process at any time without assigning any reason. LSSSDC makes no commitments, express or implied, that this process will result in a business transaction with anyone
- LSSSDC reserves the right to accept or reject any Quotation, and to annul the short-listing process and reject all responses at any time without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected bidder or bidders of the grounds for LSSSDC's action

## PAYMENT TERMS AND CONDITIONS

1. The contract(s) signed with the successful consultant(s) will be a fixed price contract
2. In consideration of the contractor satisfactorily completing all of its obligations under this contract, the contractor shall be paid a firm price based on deliverables
3. Payments shall be made within 60 Days of Project Closure declared by LSSSDC after submission of the invoice or claim by the Service Provider and upon verification and certification by the concerned official. LSSSDC Standards Team shall certify corresponding milestones agreed and achieved
4. Payments shall be made in Indian Rupees/ INR
5. Amount payable to the Service Provider as stated in the Contract shall remain non-negotiable and fixed during the tenure of the Contract
6. It is proposed to enter into a deliverables based payment with the Bidding Agency selected to conduct this exercise details of which are as under:

**Penalty Clause:** In case the Agency doesn't meet agreed timelines. For project closure date a delay by every 15 days, a penalty of 5% of the project pay-out shall be deducted.

## AWARD OF CONTRACT

- To assist in the examination, evaluation and comparison of Quotations, LSSSDC may at its discretion, ask the Bidder for clarification / seek information on the Quotation
- Arithmetical errors in the Quotation will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the Bidder does not accept the correction of errors, its Quotation will be rejected
- Review Meeting with LSSSDC will be held within 3 Days of Start of the Project and twice in every week thereafter.
- The decision of the LSSSDC Selection Committee in the evaluation of Quotations shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee

- LSSSDC reserves the right at the time of award of contract to vary the quantity of services and goods specified in the RFQ without any change in price or other terms and conditions.
- The Contract would clearly mention the Service Levels Agreement for all milestones with defined tasks and timelines
- The Bidders performance to Service Levels will be assessed as per agreed Service Level Agreements (SLAs). Default will occur if Bidder fails to meet the target service levels, as measured on a monthly basis, for a particular Service Level
- All delays, failures to adhere to the SLAs will attract a financial penalty. This will be mutually decided by the selected bidder and LSSSDC while signing the contract
- Within 3 days of receipt of the contract the successful Bidder shall sign and date the contract and return it to the Purchaser
- The LSSSDC reserves the right to:
  - Reject any or all Quotations received
  - Enter into negotiations with one or more applicant on any aspects of the Quotation
  - Accept any Quotation in whole or in part
  - Award or negotiate one or more consultancy agreements
  - Verify any or all information provided in the Quotation
- The contract to be entered into will be finalised mutually between selected vendor and LSSSDC, and will contain standard terms and conditions. If, in the opinion of the LSSSDC, it appears that a contract will not be finalized with the selected vendor within three (3) days, negotiations with other vendors submitting responsive Quotations may be undertaken
- Final Report will be validated by the LSSSDC Selection Committee & Governing Body of LSSSDC

## Quotation Submission Letter

**(RFQ for “E-content Editing Project (SCORM Package)”**

(to be on Proposer’s letterhead)

To:

**Mrs. Shivi Chaudhary,**  
**Dy. Manager- Standards and Training Advisory**  
Life Sciences Sector Skill Development Council  
14 Palam Marg, Rear 2nd floor  
Vasant Vihar, New Delhi 110057

Dear Sir/Madam,

We, the undersigned, as Proposer, having examined the complete RFP document do hereby offer to **“E-content Editing Project (SCORM Package)”** in full conformity of your requirements as elaborated in RFQ for the amounts mentioned by us in the Financial bid or such other sums as may be agreed to between us.

We hereby agree to all the terms and conditions stipulated in the RFQ and submit herewith our Quotation for the said Project.

Yours faithfully,

(Authorised Signatory)

In the capacity of \_\_\_\_\_

Duly authorized to sign the Quotation for and on behalf of Principal Proposer.

(Name & Designation, seal of the firm)

**Letter for Submission of Technical Bid**

(to be on Proposer's letterhead)

To:

**Mrs. Shivi Chaudhary,**  
**Dy. Manager- Standards and Training Advisory**  
Life Sciences Sector Skill Development Council  
14 Palam Marg, Rear 2nd floor  
Vasant Vihar, New Delhi 110057

Dear Sir,

**Sub: Your RFQ for "E-content Editing Project (SCORM Package)"**

With reference to the above RFQ, having examined and understood the instructions, terms and conditions, we hereby enclose our offer. We also hereunder submit the required information:

- **A Descriptive Note on the Project & Deliverables**
- **Approach Paper with details on methodology**
- **Details of Prior Experience with regard to e-content development**
- **Profile of Consultants Executing the Project**
- **Company Profile, including date of establishment**
- **Nature of Business**
- **Turnover and Profits of last 3 years**
- **Details of office / operations across states / regions**

We certify that all statements made with regard to the education and the experience of individuals proposed for completing the subject work are accurate and factual, and we are aware that the LSSSDC reserves the right to verify any information provided in this regard and that untrue statements may result in the Quotation being declared non-responsive or in other action which the LSSSDC may consider appropriate. We understand that LSSSDC is not bound to accept the offer and that LSSSDC has the right to reject the offer without assigning any reasons whatsoever.

Yours faithfully,

Authorised Signatory of Proposer  
(Name & Designation, seal of the firm)



**Letter for Submission of Financial Bid**  
(to be on Proposer's letterhead)

To:

Date

**Mrs. Shivi Chaudhary,**  
**Dy. Manager- Standards and Training Advisory**  
Life Sciences Sector Skill Development Council  
14 Palam Marg, Rear 2nd floor  
Vasant Vihar, New Delhi 110057

Dear Sir/Madam,

**Sub: Your RFQ for "E-content Editing Project (SCORM Package)"**

Having examined and understood the Quotation Documents and terms and conditions, the undersigned, offer to **"E-content Editing Project (SCORM Package)"** in conformity with the said Quotation documents for the sum of .....(Rs.)

We undertake, if our Quotation is accepted, to deliver in accordance with the delivery schedule specified in the RFQ. Until a formal contract is prepared and executed, this Quotation, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

(Signature)

(Name) (in the capacity of), seal of firm

Duly authorized to sign Quotation for and on behalf of the Proposer.

Schedule of prices (Financial Bid)