

REQUEST FOR QUOTATION FOR ONLINE LEARNING MANAGEMENT SYSTEM

1. PURPOSE

Insurance Institute of India (hereinafter referred to as Institute) having its Head office in Mumbai is interested in implementing Learning Management System (LMS) for its members/candidates who are enrolled for the various courses offered by the Institute i.e. Licentiate, Associateship, Fellowship and regulatory-related courses like Corporate Agent, Individual Agents, Insurance Brokers, Web Aggregators, Insurance Marketing Firm etc. The proposed LMS should be capable of handling both **Sharable Content Object Reference Model (SCORM)** and **non-SCORM compliant content**. The scope of the system can be enhanced as per the requirements of the Institute. The solution offered must be scalable to cater to a high number of concurrent users.

2. Background:

III is a premier Institute in the domain of Insurance education and training in India and also in SAARC, Afro-Asian, Middle East, and other parts of the world. III is recognized by the Insurance Regulatory and Development Authority of India as the sole examination body for various Insurance Intermediaries. III qualification i.e. Licentiate, Associateship and Fellowship is recognized by Public and Private Sector Insurance companies. Many reputed MBA Institutes and Colleges/Universities across India encourage their students to pursue III qualifications.

3. The scope of work includes the following components:

- a) To provide the required software solution including the required software licenses having components of online Learning Management System (LMS), Learning Content Management System (LCMS).
- b) There should not be any restriction on the number of User licenses on the solution offered for any office/subsidiaries or associated and affiliated institutes of I.I.I. i.e. Enterprise version for unlimited user licenses is to be offered.
- c) The service provider shall conceive, create, maintain and periodically update “III online” for the courses offered to the students of the III. The site shall provide self-paced, asynchronous collaborative learning and provide a live virtual classroom with faculty support within a period of three years of awarding the contract. The site should be available on desktop, mobile, and I-pad devices. It should support Android, Windows, I-OS operating system etc.
- d) The Service provider would be responsible for maintaining the quality of the contents as per the requirements of the Institute and will comply with the directions issued by III from time to time and within 3 working days of the issue of such direction. The responsibility of changing the orientation of the existing material, which is designed for self-study method of learning to suit e-learning, will vest with the service provider.
- e) The Service provider would be responsible for the monitoring of time spent by the users of the courses and provide the required APIs to send the time spent by the user on the eLearning platform.

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- f) The service provider will be responsible for maintaining the quality of the contents to the requirements of the students and members of the Institute.

There should be clear disclosure in all the material hosted online that the views expressed/given in the courses are those of the experts concerned and not of the institute. The material hosted on the server shall be in an encrypted format and should not be disclosed to anyone. Course material should be restricted from getting Printed, Downloaded or Copied to any source.

- g) Training (Online Course) should be available in 13 different languages i.e English, Hindi, Marathi, Gujarati, Punjabi, Tamil, Telugu, Assamese, Oriya, Urdu, Kannada, Malayalam and Bengali languages. Candidate should be given the option to change the language and if changed the training hours should be continued.
- h) Mock Tests and Self-Assessment Tests should be shown in the course. Require Question Bank will be provided by III. There should be unlimited attempts should be there for mock tests as well as for self-assessment tests. The marks in the mock test should be available on the dashboard.
- i) Real-time Training hours of the candidate should be reflected on the III portal. After completion of Training, a Training Completion Certificate should be generated. Mock test results also should be sent to III by web service.
- j) Real-time reports on a daily basis should be available.
- k) The pilot of the e-learning system should be launched for a brief period of say one month. After incorporating the comments received, from the possible users, the commercial version has to be launched.
- l) The responsibility of the Institute is to collect the payment in online mode for the registration of the course. The candidates who have paid the online fees shall be eligible for the online course and data for such candidates shall be provided to the service provider through API for the registration on the online learning management system.
- m) While developing the online courses, the service provider has to indicate the minimum number of web pages that will be developed in respect to each subject/chapter.
- n) The domain name III-Online will be registered in the name of the institute and the copyrights of content, all administrative and other rights will be vested in III.
- o) The Service provider will implement the suggestions given by the III from time to time.
- p) The service provider will provide adequate security, and data storage, generate reports, and maintain backup and host site disaster recovery. The 99.9% uptime shall be required for the online learning management system.
- q) The service provider will identify and arrange for faculty in consultation with III.
- r) The service provider will provide support on content upkeep and maintenance of the same. The software shall support all Indian vernacular languages.
- s) The service provider shall agree to the delivery schedule. The software version updates and security patch management shall be done periodically by the service provider without any additional cost to the Institute.

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- t) The service provider will provide test questions with the answers in the system (duly approved by III) on the relevant topics of the online courses, which the students of the institute will answer online during the course of their education. The Insurance Institute of India will not be responsible for the contents (other than approved by III) including those arising from technical fault in the system and the service provider shall suitably provide the same in the system as a disclaimer clause.
- u) The service provider will provide guidance, wherever possible on the reengineering value addition potential of their knowledge in the education of the participating students of the Institute.
- v) The service provider will conduct each of the online programs after the specific approval of the Institute.
- w) The service provider will Set up, host, run, maintain and periodically update “III_Online” (WBT) and provide and maintain necessary software, hardware, and hosting facilities to this effect.
- x) The service provider will provide live support to students on educational queries and questions on chat, discussion board, and/or e-mail. The service provider shall also support III members and students registered on-site on the chat and/or phone on queries and questions related to accessing the site. The service provider will be free to provide the support round the clock at his discretion provided that the minimum time for such support will be from 8.00 a.m. to 8.00 p.m. on all days.
- y) The service provider will provide content conversion for e-books, quizzes, discussion boards, online tests, and e-mail support to students, and develop Web-Based Training as may be provided in the Agreement to be entered into between the parties and maintain the same. The service provider shall provide training of a minimum of 10 days in a calendar year to the Institute employees to update, delete, add new content or provide documentation to import the content from the file format like DOCX, PDF, EXCEL and PPT etc.
 - aa) The service provider will ensure that the web-based courses can be used on a thin client (a personal computer with a dial-up connection and with multi-media capabilities).
 - bb) The service provider must sign the NDA and SLA as per the understanding of both parties.
 - cc) The contract term is for THREE YEARS and later on as per the performance and feedback from the end-user, it may be extended for another TWO YEARS.
 - dd) The approximate volume on the platform shall be 1, 00,000 candidates per year.
 - ee) At present we have one more service provider who is capable of handling this lot solely.
 - ff) The Institute shall onboard multiple service providers based on their capabilities to serve our needs.

Scope of the Work

Requirement1:

Institute is conducting training and examination for intermediaries. In that case, III portal will accept the payment and will send the information to LMS platform so that candidate can start the training and can complete mandatory training hours.

III is having the around 2000 audio-videos, PDFs,100+ audios for all 90 courses which needs to be uploaded on LMS Platform.

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Expectations – 1) This platform should be available in web based and Mobile also. The Mobile App has to work on IOS, Apple and Android Mobile.

2) LMS service provider has to send training hours completed by the candidate to III portal.

3) LMS service provider has to provide dashboard. The real time basis reports should be available.

4) There are basically different training periods 1) 30 days 2) 60 days 3) Six Months

Dashboard:

1) Dashboard will be provided for III and companies to access MIS detailed report including training language accessed by the candidates.

2) Provision to update training hours, change password and provide training period extension.

3) The reports will available on the PORTAL.

Requirement2:

Requirement to develop special apps for different companies –

To create individualized mobile applications for each insurance company, facilitating a personalized and branded user experience that seamlessly integrates with the existing Learning Management System (LMS). The site should be available on desktop, mobile, and I-pad devices. It should support Android, Windows, I-OS operating system etc.

Expectations about App Features:

- Development of custom Android and Apple mobile apps for different 10 companies :
- Branded Visuals: Each app will feature the company's distinct logo, brand colors, and name.
- Dedicated Registration: Custom sign-up/registration pages tailored to each company.
- Unified Dashboard: Post-login, users will access a dashboard showcasing courses pertinent to their company.
- Single LMS Connection: All apps will interface with the same LMS backend to provide a consistent learning experience.
- The development of LMS platform dedicated to different courses offering a modernized learning experience on a fresh, separate server.
- **User Engagement:** Enhanced user interface and experience across registration, purchase, and dashboard features.
- **Mobile Accessibility:** Custom mobile applications for each targeted company, amplifying reach and user convenience.

Publication :

1) The finalized apps will be signed and published on the Google Play Store.

2) The service provider will handle image creation, app descriptions, and all necessary details for publication.

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Proposed Process:

1. Candidate will register
2. Candidate will receive email/SMS/ WhatsApp confirmation
3. Candidate account will become active
4. Post login Candidate can make payment and enroll in the course
5. After the successful completion of the payment they will get access to the course

LMS Platform- Provisions should be there so that III Administrators will have log into the web-portal to upload content, manage user and manage course instance.

Requirement 3 : LMS platform will have to conduct the objective type of examination for III employees on daily basis for which content PDF will be given III. The service provider has to prepare questions (using AI Technology) and have to upload on LMS platform to conduct the objective examination. Then all the related MIS reports should be generated and available to III admin.

Requirement 4 – III is also expecting the price to develop the content in Audio-Video format and specialized PDF with Audio.

III is expecting the price of different types of content ordinary , medium type premium , using with Animation.

LMS Platform should support AI Technology.

Note: - The respective department will get all the source files after development of Audio-Video. It will be III's legal property.