File No.01-13/2022-CBC (E- 3166463)
Government of India
Capacity Building Commission
Jawahar Vypar Bhawan, New Delhi
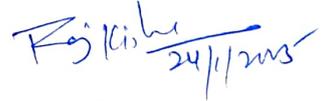***

Dated 24th January 2025

Office Memorandum

Subject: Empanelment Order by Capacity Building Commission (CBC) for e-learning content creation-reg.

 In continuation of the CBC's Empanelment Order (copy enclosed), the undersigned is directed to say that empanelment of only the following 04 agencies has been extended up to 31.03.2025, w.e.f. 14.11.2024 or till the completion of the new Empanelment process, whichever is earlier:

 i. FCS Software Solutions Ltd.
 ii. C&K Management Ltd.
 iii. White House Business Solutions Pvt. Ltd.
 iv. Indian School of Business

2. This issues with the approval of the competent authority.

(Raj Kishore)
Under Secretary to the Govt. of India
Tel: 011-2370 1134
e-mail: cbc-dopt@gov.in

To,
All Ministries/Departments/ Organizations of Government of India

No.01-13/2022-CBC (Part file1)
Government of India
Capacity Building Commission
Jawahar Vyapar Bhawan, New Delhi
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Dated: 23th January,2024

<u>Office Memorandum</u>

Sub: Empanelment Order (Notice: Declaration of Result) by Capacity Building Commission (CBC) for e-learning contents creation - reg.

The undersigned is directed to refer to CBC's RFQ cum RFP No.01-13/2022-CBC dated 27.5.2022 regarding RFQ cum RFP from eligible bidders to be empanelled for developing e-learning contents for various Ministries / Departments / Organizations (MDOs) including CBC and to state that as per declaration of result (<u>ANNEXURE-I</u>), which has been published at CBC's portal https://cbc.gov.in/sites/default/files/tenders/Consolidated-Empanelment-Notice-160523.pdf, following six bidders have been empanelled for development of e-learning contents for MDOs on the basis of approved L1 Rate Card:

(i)   FCS Software Solutions Ltd.
(ii)   Infonative Solutions Pvt. Ltd.
(iii)   White House Business Solution Pvt. Ltd.
(iv)   Indian School of Business
(v)   Enthralltech Pvt. Ltd.
(vi)   C&K Management Ltd.

2.   This empanelment is valid upto 13.11.2024 and same is extendable upto next 12 months, on satisfactory performance and mutual agreement.

3.   In this regard, Department of Expenditure vide ID Note No.F.2/11/2023-PPD dated 30.06.2023 has approved the above empanelment so that all Ministries / Departments / Organizations (MDOs) be able to use the services of empaneled firms (by CBC) for creation of their e-learning courses as per their requirement.

(Raj Kishore)
Under Secretary to Govt. of India
Tel: 011-23701134
e-mail: cbc-dopt@govt.in

To,

All Ministries / Departments / Organizations of Govt. of India

Government of India
Capacity Building Commission
***

RFQ cum RFP from eligible Bidders to be empaneled for developing e-learning contents for various Departments including CBC.

RFQ cum RFP No. 01-13/2022-CBC dated 27.5.2022

<u>Notice : Declaration of Result</u>

This is in reference to the captioned RFP. As stated in clause 7.1.4 of the tender document, Least Cost System has been followed for evaluation of financials and empanelment under this RFQ cum RFP dated 27th May 2022. The following six firms have been empaneled with CBC till 13.11.2024 for development of e-learning content for various Ministries / Departments / Organizations (MDO) including CBC, extendable up to 12 months, on satisfactory performance and mutual agreement -

Sr. No.	Name of Agency	Address	SPOC Name & Contact Details
1.	FCS Software Solutions Limited	83, NSEZ, Phase II, Noida- 201301, Uttar Pradesh	Mr. Ravinder Sachdeva 9810538228 rsachdeva@fcslearningsolutions.com irahman@fcslearningsolutions.com
2.	Infonative Solutions Pvt Ltd	107, 108 DLF South Court, Saket District Center, New Delhi - 110017	Mr. Yogesh Goel 9811123594 yg@Infonative.net ar@Infonative.net
3.	White House Business Solutions Pvt Ltd	1096, EVR Periyar Road, Periamet, Chennai- 600003	Mr. J. Elangovan 9444137740 elangovan@whitehouseit.com
4.	Indian School of Business	ISB Campus, Gachibowli, Hyderabad- 500 111	Mr. Ankit Mittal 9999400287 prerna_kaushal@isb.edu ankit_Mittal@isb.edu
5.	Enthralltech Pvt. Ltd.	A-102, Amar Ambiance, Sopan Baugh, Ghorpadi, Pune- 411001, Maharashtra	Mr. Rahul Panse 9890650002 rahul.panse@gmail.com punit.chandwadkar@enthralltech.com
6.	C & K Management Ltd.	484/A, 1st Floor, KVK Building, Road No. 36, Jawahar Colony, Jubilee Hills, Hyderabad – 500033 Telangana	Mr. Sagar 9849193227 sagar@tminetwork.com shalinigorantla@tminetwork.com

The **L1 Rate Card** as approved by the competent authority is as under-

(a) for content development including Language Adaptation and Translation:

Levels	Per hour Price (including GST) in Rupees
1	1,37,257.00
2	1,84,395.00
3	2,46,395.00

(b) for content development in only 1 language:

Levels	Per hour Price (including GST) in Rupees
1	69,682.00
2	1,16,820.00
3	1,50,160.00

(c) for Individual services:

Sr. No.	Services	Prices (including GST) in Rupees
1	Language Adaptation/ hour	55,366.00
2	Translation/ 100 words	400.00
3	Instructor Led Training per Man hour	1,003.00

For details of different levels, please refer page no. 4, 6 & 8 of this document for Level 1, 2 & 3 respectively.

E-Learning programs by Design of Programs and Levels of complexity

No	Areas Covered	Objective and Scope	Level of Complexity of content	Level of Interactivity and Engagement of Learner (defined later in detail)
01	Induction Training Programs	To provide 360' view of the MDOs overall vision, mission and goals to meet national priorities **Illustrative List:** Administrative, financial, parliamentary, establishment and personnel and other entity wise rules and policies	Level 1 e-learning / bended learning programs	Level 2 Interactive

02	Technical Training Programs by attached Institutions of Ministry	Leveraging the technical expertise of institutions of a Ministry for developing specialized programs for Ministry personnel as per their functional roles and responsibilities **Illustrative List:** AJNIFM for Department Expenditure NIFTEM for Ministry of Food Processing and Industry	Level 2 e-learning programs	Level 2 Interactive / Level 3 Interactive
03	Common Functional Learning Programs	Mostly on Program Management, Planning, Budgeting, Information and Communication Management, that are used across Government departments. This may include converting user manuals and other training modules developed by solution developers into e-learning packages **Illustrative List:** GeM and NIC e-Procurement portal operations for procurement management, ERP systems used for office management, accounting and cash management, MS Office, PPT (presentations) development, noting and drafting of letters etc.	Level 1 e-learning programs	Level 2 / Level 3 Interactive
04	Common Cross Cutting Capacity Development Programs	These would be applicable for large number of Civil servants across Ministries and public sector entities. **Illustrative List:** Management of RTIs, Parliamentary procedures, Procurement, Vigilance, Knowledge Management, Accounting and Budgeting, Evidence Based Policy Implementation, etc.	Level 2 and/or Level 3 programs	Level 1 / Level 2 / Level 3 Interactive
05	Common Behavioural Competency Based Programs	These would be with personal development and change management objectives One of the major areas under this would be citizen centric or customer-oriented services and would impact large number of civil servants in Railways, Police, Post Office etc. where the roles and responsibilities bring the civil servants into constant interface with public **Illustrative List**: Communications, Time Management, Conflict Management Ethics, Problem Solving, Diplomacy, Leadership, Team Building, etc,	Level 3 e-learning programs	Level 2 / Level 3 Interactive

The Detailed LEVEL wise criterion is as below:

LEVEL 1	
Description	This will be a medium complex (functionally) course.
Highlights	• Informational e-Lessons • Focus on awareness • Linear content flow consisting of text & static graphic •
Splash/Intro screen	Static Screen
Interactivity	• No interactivities • Click-to-Reveal: (Optional, One template only) • Hot-spots (Tabs/Images) • Roll-over text
Graphical User Interface	• 3 options will be provided customized as per organisation's product/services (Select one)
Knowledge check/assessment	• Multiple Choice Single Select • Multiple Choice Multiple Select
Graphics	• Stock Images/photographs/live videos provided by buyer, in case of purchase or specific photo bank/live video to be created, those will be charged separately. • Simple 2D drawings such as flowcharts, diagrams only 20% in the entire course • No graphic avatar/mascot
Animation	• No Content effects (animated text, bullets, transitions etc.) • No Audio sync with animated text
Audio	• Limited choice i.e. not more than 2 pre-fixed artistes for voice over • No intro music
Navigation	• One level - Index / TOC / Menu structure • Other Functionalities: Next, Back, Exit, Help Audio On/Off, Page counter, Glossary (optional)
Technical Features	• Development Tool – Flash / HTML5 / Rapid Authoring Tools • SCORM Compliant – Yes, SCORM Versions 1.2, 2004, AICC • Localisation friendly – Yes
Number of screens per hour	50 - 60 screens with minimal or no layering

Screen bifurcation	Screen type	Description	Count
	Total screens	Includes cover screens (introduction, objectives and summary), content screens and inline/final assessments.	50
	Static screen	Includes non-interactive screens and screens presenting course content, Splash, Help, Assessment overview, Assessment result, Completion certificate, Menu	28
	Animation	Includes screens that have simple animation viz. Flow charts & diagrams	1
	Interactive Screen	Includes content screens that have some simple form of interaction	1
	Knowledge checks/assessment	Includes inline/CYK and final assessment screens	20

LEVEL 2	
Description	The courses at this level will be complex in terms of content, animation and functionality.
Highlights	- Procedural e-Lessons Focus on application of knowledge and skills - Non-linear content and synchronized visuals - Text effect animations - Software Application simulations - Simple scenario-based learning (offline case study) - Scored assessments - High degree of content layering - Logical and Conditional Branching of screens - Discovery learning - Non-linear flow of content, with a high degree of layering
Splash/Intro screen	20-30 seconds animated screen
Graphical User Interface	3 options will be provided customized as per organization's product/services (Select one)
Interactivity	- Click-to-Reveal: - Hot-spots (Tabs/Images) (One template only) - Click-plus-Pop-up: - Hot-spots (Tabs/Images) (One template only) - Roll-over text - Interactive timelines
Knowledge check/ assessment	- Multiple Choice Single Select - Multiple Choice Multiple Select - Match the Following - Sequencing - Sorting
Graphics	- Stock Images/photographs/live videos provided by buyer, in case of purchase or specific photo bank/live video to be created, those will be charged separately. - Double toned, semi-realistic 2D graphics - Graphic avatars with basic animation like eye blinks & hand gestures - Backgrounds – Photographic
Animation	- Content effects (animated text, bullets, transitions etc.) - Audio sync with animated text - Animation with semi complex effects

Audio	• More than 2 pre-fixed artistes for voice over • Intro music		
Navigation	• One or Two level - Index / TOC / Menu structure • Screen control functionality		
	• Other Functionalities: Next, Back, Exit, Help Audio On/Off, Page counter, Glossary, Progress Bar		
Technical Features	• Development Tool – ~~Flash~~ / HTML5 / Rapid Authoring Tools • SCORM Compliant – Yes, SCORM Versions 1.2, 2004, AICC • Localisation friendly – Yes		
Number of screens per hour	40 - 45 screens with layered content		

Screen bifurcation	Screen type	Description	Count
	Total screens	Includes cover screens (introduction, objectives and summary), content screens and inline/final assessments.	45
	Static screen	Includes non-interactive screens and screens presenting course content, Splash, Help, Assessment overview, Assessment result, Completion certificate, Menu	15
	Animation	Includes screens that have simple animation viz. Flow charts & Diagrams	5
	Interactive Screen	Includes content screens that have some simple form of interaction	5
	Knowledge Checks / assessment	Includes inline/CYK and final assessment screens	20

LEVEL 3	
Description	These will be high-end courses in terms of content, animation and functionality. The content will be presented through life-like skill set of complex cues and responses, branched navigation, and games/simulations.
Highlights	- Analytical content - Focus on Decision making - Offers a high degree of interaction and provides real-life/application oriented training - Multiple paths to accomplish an objective, and fosters learning by doing and learning through making mistakes - The design comprises elements that enhance the learning experience and includes rich multimedia elements like illustrations and animations that are created specifically for the program - Multiple branches (two to three levels) and rapid response are provided to support remediation - Simulations can be presented via graphics, including complex images and animation - Instructional design techniques for engagement in a complex interaction include complex simulations where the learner must enter actual data into fields and experience consequence for errors and faulty data. In addition, scenario-based branching logic is introduced. When using branching logic, learners experience jeopardy for incorrect responses, and their progress is determined by their decision - Non-linear flow, with a high degree of layering of content
Splash / Intro Screen	20-30 seconds animated screen
Graphical User Interface	3 options will be provided customized as per organisation's product/services (Select one)
Interactivity	- Click-to-Reveal: - Hot-spots (Tabs/Images) - Click-plus-Pop-up: - Hot-spots (Tabs/Images) - Slideshow: - Hot-spots (Tabs/Images) - Roll-over text - Interactive timelines - Branching - Simple games such as hangman, tic-tac-toe, word search etc. (Gamelets)

Knowledge check assessment	/	Multiple Choice Single Select Multiple Choice Multiple Select Match the Following Sequencing Sorting Crossword Puzzles Scenario-based / game-based / simulation-based summative assessments Tracked formative assessments	
Graphics		Stock Images/photographs/live videos provided by buyer, in case of purchase or specific photo bank/live video to be created, those will be charged separately. Semi-realistic, realistic graphics created 2D graphics (characters and scenarios) 3D graphics (characters and scenarios) Graphic avatars / mascot with smooth animation & walk cycles Backgrounds – Illustrated	
Animation		Content effects (animated text, bullets, transitions etc.) Audio sync with animated text Animation with semi complex effects	
Audio		Up to 3 pre-fixed artistes for voice over Intro music	
Navigation		Upto 3 level and highly custom - Index / TOC / Menu structure Screen control functionality Other Functionalities: Next, Back, Exit, Help Audio On/Off, Page counter, Glossary, Progress Bar Additional notes	
Technical Features		Development Tool – Flash / HTML5 / Rapid Authoring Tools SCORM Compliant – Yes, SCORM Versions 1.2, 2004, AICC Localisation friendly – Yes	
Number of screens per hour		35 - 45 screens with layered content	

Screen bifurcation	Screen type	Description	Count
	Total screens	Includes cover screens (introduction, objectives and summary), content screens and inline/final assessments.	35

Static screen	Includes non-interactive screens and screens presenting course content, Splash, Help, Assessment overview, Assessment result, Completion certificate, Menu	10
Animation	Includes screens that have complex animation viz. motion paths	5
Interactive Screen	Includes content screens that have some simple form of interaction	5
Knowledge Checks / assessment	Includes inline/CYK and final assessment screens	15

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