



The Institution of Engineers (India)

(IEI)

8 Gokhale Road, Kolkata-700020

Tender

For Hiring of Software Platform for Conducting Skill Training under The Ministry of Skill Development & Entrepreneurship through IEI Training Centres.

Tender No. : T-1853

(Visit us at <https://www.ieindia.org>)



The Institution of Engineers (India)

AN ISO 9001 : 2015 CERTIFIED ORGANISATION
(ESTABLISHED 1920, INCORPORATED BY ROYAL CHARTER 1935)
8 Gokhale Road, Kolkata-700 020

A Century of Service to the Nation

NOTICE INVITING TENDER

No. T-1853

Dated : 23.12.2025

Software Platform for Conducting Skill Training under The Ministry of Skill Development & Entrepreneurship through IEI Training Centres.

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The Institution of Engineers (India)[IEI] invites Sealed Tenders in Single Stage two Envelope bid system for engagement of an organization for following work:

"For Hiring of Software Platform for Conducting Skill Training under The Ministry of Skill Development & Entrepreneurship through IEI Training Centres".

1. The organization who shall be engaged has to perform the above mentioned task as per the scope of work mentioned in the tender document.
2. The sealed tenders are to be submitted in prescribed format along with details/supporting documents wherever applicable, if attached with the tender should be duly authenticated by the vendor/s. No over-writings shall be accepted unless authenticated with full signature of the vendor/s.
3. The tender shall be in two parts viz. **Technical Part – (Envelope – 'A')** and **Financial bids (Envelope 'B')** (Envelope 'A' and 'B' with the content shall be clearly marked on the top of the envelopes separately). **Technical Part (Envelope – 'A')** shall comprise of compliance documents against Qualification Requirement e.g. GST Registration certificate and any other document in support of technical capability. The Technical bid should not contain any financial indication, violation of which will invite disqualification. Financial bid shall comprise of quoted price only in the format provided with the tender document in **Envelope – 'B'**. Both Envelope – A & B shall be put in a third envelope, sealed and submitted within the prescribed date & time and with signature of the tender applicant over it.
4. The sealed tender duly super scribed with **"Hiring of Software Platform for Conducting Skill Training"** with Tender No. should be addressed to Deputy Director (IT & Admin.) sent at the Institution's address either by registered post/speed post/or by hand. Postal / couriered tender must reach to this office within stipulated date & time i.e., **upto 16.00 hrs of 02.01.2026.**
5. Tenders received after the stipulated date and time shall not be entertained. The Institution shall not be liable for any postal delays what so ever and tender received after the stipulated time/date are liable to be rejected summarily without giving any reason and any correspondence.

Deputy Director (IT & Administration)

A. QUALIFICATION REQUIREMENT OF BIDDER

1. The bidder should be registered company and submit the certificate of incorporation.
2. The Bidder should be an ISO 9001:2015 and ISO 27001:2022 or latter certified organization (Certificate copies are to be attached as evidence).
3. The Bidder should have a minimum of five (05) years' experience preceding from the date of notification of this tender notice in the deployment of online training platforms. (Self Declaration in the letter head along with company profile and clientele).
4. Bidder must have proven experience in deploying online training platforms. The bidder must deploy the training software solutions / platforms at least covering the following functional area with three 3 customers during last three financial years:
 - (a) Student registration management
 - (b) Training centre management,
 - (c) Learning Management System
 - (d) Assessment
 - (e) Payment gatewayThe Bidder should provide copy of the work orders to be attached as evidence.
5. The Bidder should not be blacklisted by any of government / Autonomous / public / private organization in India (Self-Declaration to be provided in company letter head).
6. The Minimum Average Annual Turnover of the bidder firm from similar nature of work during the last three financial years should not be less than Rs. 1.5 Crore . The bidder should have positive net worth in each of the last three financial years on the date of bid submission. Audited documentary evidences are to be attached.
7. Self-declaration with Address, PAN No. & GSTIN (copy of certificates are to be attached as proof).
8. Failure to provide the desired information documents by the bidder shall lead to disqualification of the Bidder.
9. Bidder has to accept Un-conditionally the terms and conditions of this Tender Document as per the Annexure-I.

B. GENERAL TERMS AND CONDITION

1. The price shall include all mandatory taxes, duties, levies, various charges etc. and no additional payment shall be admissible on any account.
2. The successful bidder shall deposit a security amount of ₹ 25,000/- as a performance guarantee, which will be refunded without interest after successful completion of the agreement work in all respects. However, in case of unsatisfactory performance, necessary deductions will be made from the aforesaid deposit of security amount.
3. Standard Liquidated Damages (LD) Clause for delay in supply / service @ 2% (two percent) per week or part thereof subject to maximum of 10 %(ten percent) of the order value will be applicable.



4. IEI reserves the right to reject any or all the quotations without assigning any reason whatsoever.
5. Vendor shall not sub-contract the job to any outside agency including their franchisee.
6. Payment shall be made after successful completion of the work and handover of deliverables services. No advance payment will be made.
7. The bidder shall be solely responsible for thoroughly understanding the requirements and scope of work, and is expected to conduct a comprehensive assessment in consultation with the authorized representative of The Institution of Engineers (India) to eliminate any ambiguity or potential dispute. IEI shall not be held liable in any manner for any failure on the part of the bidder to adequately assess the requirements and scope of work, or for any claim made on the grounds of an incomplete tender.
8. Bidder has to deploy the software as per the specification and scope of work as mentioned in this tender document
9. **Contact:** For any clarification regarding this tender, bidders may contact the Deputy Director (EEA) at Phone No.: 033-40106228 during official working hours. Alternatively, queries may be sent via email to dd@ieindia.org
10. **Jurisdiction:** This Agreement will be governed by and construed in accordance with the laws of India and any dispute arising out of this agreement will be subject to the jurisdiction of Court at Kolkata only.
11. **Confidentiality:** The bidder has to submit an undertaking in their letter head regarding the Non-Disclosure of the information that those would be shared with the vendor or learnt by vendor during the course of the work with any third party without the consent of IEI and treat them as confidential. All non-disclosure provisions shall continue to be in force at all times even after the completion of the work completely.



FUNCTIONAL REQUIREMENT

12. APPLICATION FEATURES

The software solution to be implemented for Conducting Skill Training under The Ministry of Skill Development & Entrepreneurship through IEI Training Centers must include but not limited to the following key functionalities:

(a) Centralized Online Trainee Management System

- Candidate self-registration with secure OTP/email verification.
- Real-time display of course catalogue, seat availability, fee structures, and training centre options.
- Multi-course registration support under a single user profile.
- Option for Secure login with both
 - ✓ username/password plus OTP
- Integration with UPI/payment gateways and invoice generation.
- Trainee Dashboard to include:
 - ✓ History of enrolled courses
 - ✓ Upcoming and ongoing training sessions
 - ✓ Notifications, announcements, and feedback forms
 - ✓ Downloadable certificates

(b) Training Centre Allocation Mechanism

- System driven allocation of training centres based on course, location, and availability.
- Provision for Super Admin to override allocations.
- Automated notification via SMS/email.

(c) Training Centre Management Module

- Creation, modification, and deactivation of training centres.
- Centre Admin interface for batch, course, and trainer management.
- Timetable creation with trainer availability checks.
- Attendance tracking (using digital logs or biometric).
- Centralized communication tools (email/ messaging, dashboard notifications).
- Trainer feedback collection and batch performance analytics.

(d) Learning Management System (LMS)

- Upload and control access to digital content (PDFs, multimedia, video).
- Role-based access (Admin, Trainer, Trainee).
- Time-controlled release of content by schedule, batch, or trainer choice.
- Discussion forums and internal messaging.
- Secure access of study materials with restriction in download.
- Feedback collection and learning progress tracking.

(e) Virtual Classrooms

- Integrated with video conferencing solutions (e.g., Zoom, MS Teams).
- Attendance automation and session recording.
- Notification and reminders for upcoming sessions.
- Playback of recorded sessions for registered trainees (both offline and online course).



(f) Assessment Module

- Role-based empanelment and management of Assessors.
- Flexible question types: MCQs, coding, subjective, case-based, etc.
- Randomized test generation from question banks.
- Option for time-bound online tests with auto-save and auto-submit.
- Integration of AI-based proctoring and in-browser lockdown.
- Manual and auto-evaluation options.
- Generation of individual scorecards and feedback reports.
- Retest/reevaluation workflows.

(g) Certification Module

- Centrally controlled certificate issuance by IEI-HQ.
- Integration with assessment outcomes.
- Digital signature with QR code verification.
- Tamper-proof structure.
- Download of Certificate by Candidate
- Issuance log for certificate tracking.
- Certificates reissue management.

(h) Centralized Administrative and MIS Module

- Super Admin dashboard for full system monitoring and configuration.
- Create & Manage Course and Course assignment to Training Centres
- Registration Management and MIS
- Trainer Management and MIS
- Export of data to Excel, PDF, or CSV formats.
- Integration with IEI's internal systems using API for Data Synchronization so that the MIS and audit logs can be generated by IEI
- Audit logs and user activity history.
- Advanced analytics (course-wise, centre-wise, and trainer-wise).

****** The above-listed features are indicative of key functional requirements. The software must be dynamic and robust enough to include all consequential functionalities associated with the key features. Any such functionalities, even if not explicitly listed, must be incorporated by the bidder as per the requirement within the scope of customization during the commissioning period.

13. USER ROLES

The software solution must have the following user roles and access level.

- (a)** Super Admin – Full system control (IEI-HQ)
- (b)** Program Coordinator – Operational access at IEI-HQ
- (c)** Group Admin – Training Centre level administrator
- (d)** Trainer – Assigned instructor per batch/centre
- (e)** Assessor – Evaluation authority per course/module
- (f)** Trainee – Individual course participants

****** The system must have the capability to define and incorporate additional types user roles, if so required



C. TECHNICAL REQUIREMENT

1. User Account & Authentication

- (a) Dual-factor authentication (Password + OTP)
- (b) Strong password policy enforcement
- (c) Face recognition preferred for Assessments
- (d) Account deactivation on suspicious activity and reactivation on request

2. Application

- (a) Web application with Backend database to be hosted in Cloud Environment
- (b) Web application accessible via all major browsers and devices
- (c) Responsive design for mobile, tablet, and desktop interfaces.
- (d) Scalable architecture to accommodate increasing number of users and centres.
- (e) Role-based access management.

3. Data Security & Disaster Recovery

- (a) High availability and data redundancy setup.
- (b) Secure data encryption as per the regulatory requirement
- (c) Daily backup and robust disaster recovery mechanism with zero data loss.
- (d) High availability (99.9% uptime)

4. Certifications and Compliance

- (a) Vendor must be ISO 27001:2022 certified.
- (b) The Application to be hosted in a data centre / Public Cloud. If hosted in Data Centre then it must be at least a Tier III or higher level data centre. In case hosted in public Cloud then it must be a popular known public cloud e.g. Amazon, Azure, Google. Decision about the eligibility criteria of popular public cloud shall be at the discretion of IEI.
- (c) Application and Database hosted in Data Centre / Public Cloud must be within Indian territory.
- (d) Web Application should be Web Vulnerability and Penetration Testing (VAPT) certified, preferably by Cert-IN empanelled organization.
- (e) Mandatory signing of Non-Disclosure Agreement (NDA) and SLA.
- (f) Data Encryption and storage complying with Indian laws (DPDP Act 2023, IT Act 2000).

5. Training and Documentation

- (a) Provision of detailed user manuals, SOPs, and technical documentation
- (b) Initial and Onboarding training for Super Admin and Centre Admins
- (c) Onboarding and support for Centre-level deployment

6. Support and Maintenance

- (a) Minimum 12 months support post-deployment
- (b) Designated Account Manager and escalation matrix
- (c) Provision of Call logging through multi-channel (email, phone, web portal)
- (d) Resolution within 4 working hours (as per SLA)
- (e) Regular updates, security patches, and performance enhancements
- (f) SLA and NDA to be executed before project initiation



7. Implementation Timeline

- Project Kick-off: T+3 Days
- Requirement Finalization: T+30 Days
- Customization, Configuration & Initial Deployment: T+120 Days
- Training & User Acceptance Testing: T+120 Days
- Final Go-live Deployment: T+180 Days

* **T:-** means Awarding of Contract plus maximum time given for acceptance / acceptance by given bidder whichever is earlier

D. SCOPE OF WORK

1. BACKGROUND

The Institution of Engineers (India) [IEI], a premier national body of engineers, incorporated under Royal Charter in 1935, aims to implement a structured training curriculum under *The Ministry of Skill Development & Entrepreneurship* across its extensive network of partner training centres throughout India. To ensure seamless execution and governance of this nationwide initiative, IEI invites proposals for a robust, scalable, ISO-compliant software platform.

The proposed system must support centralized control and decentralized implementation of training programs. It should ensure an intuitive user experience for learners, trainers, administrators, and other stakeholders while upholding the highest standards of quality, security, and data protection.

2. OBJECTIVE

- Implement a centralized digital platform for managing registrations, training delivery, assessment, certification, and reporting.
- Provide a unified interface for learners, trainers, training centres, and IEI administrators.
- Ensure process automation and compliance with ISO/IEC 27001:2022 (Information Security Management), DPDPA 2023 and IT Act.

3. JOB DESCRIPTION

The selected vendor shall be responsible for:

- Customization, deployment, and hosting of the software platform.
- Integration with payment gateways, SMS/email APIs, and certificate verification tools.
- Training and onboarding of IEI HQ personnel and Training Centre operators.
- API integration for data synchronization with IEI's internal system
- Provision of ongoing technical support, upgrades, and ISO-compliant documentation.



TECHNICAL BID EVALUATION CRITERIA

Technical evaluation shall be made as per Table –A below and minimum 70 Marks required in order to qualify the Technical Criteria.

The Bidder has to mention their relevant remarks against each Requirements as mentioned in Table-A in their letterhead and sign it. Bidder is also required to enclose the relevant documents as annexure

Sl. No.	Requirement	Response of Bidder	Max Credit Point	Documents to be attached
	Company profile	YES/NO	2	Copy documents to be attached.
	GST Registration Certificate & PAN	YES/NO	2	Copy of both documents to be attached.
	Essential Certifications	YES/NO	8	Copies of the following certificates: <ul style="list-style-type: none"> • ISO 9001:2015 • ISO/IEC 27001:2022 • VAPT Compliance / Safe to Host Certificate • Hosting Infrastructure Compliance <ul style="list-style-type: none"> ✓ If hosted on Data Centre: Certificate indicating minimum Tier-III classification ✓ If hosted on Public Cloud (e.g., AWS, Azure, Google): Supporting documentary evidence showing cloud hosting arrangement
	Five years experience in deployment of online training platform	YES/NO	5	Declaration in company letter head along with company profile
	Deployment of online training platform during last three years as per the specification given under "Qualification Requirement of Bidder"	YES/NO	5	Copy of three Work orders or during last three financial year years
	Firm should not be currently black listed by any Govt./ Autonomous/public/private corporations	YES/NO	5	Declaration in company letter head
	Annual Turnover during the last three financial year as mentioned given under "Qualification Requirement of Bidder"	YES/NO	3	Audited documentary evidences are to be attached.
	Un-conditionally accepted the terms and conditions of this Tender Document	YES/NO	5	1. Declaration as per the Annexure-I is to be enclosed 2. Duly stamped, signed and dated on each page of the tender document is to be enclosed.
	Online Demonstration of the Proposed Platform	YES/NO	65	

Table: A



PART - B
FINANCIAL BID

Financial Bid for Procurement of Software Platform for Conducting Skill Training under The Ministry of Skill Development & Entrepreneurship through IEI Training Centres.

A. Rate of Services

S.No.	Description	Rate	Min Quaty Quantity	Amount	% of GST	Total
1.	Development / Customization, deployment, of the software platform.		Lumpsum			
2.	Annual subscription (Base Plan)					
3.	Student / user Subscriptions, if applicable					
4.	Exam Appearance fees, if applicable					
5.	LMS per user, if applicable					
6.	Add ons (scalable), if applicable					
Grand Total						

Total Amount against Sl. No. _____ to _____ as mentioned above will be

Rs.....

(Rupees)

Name :

Designation :

Signature :

Company Name:

Address :

Phone No. :

E-mail :

Date :

Seal of the Company



DECLARATION ON ACCEPTANCE OF TERMS AND CONDITIONS

(TO BE GIVEN ON A LETTER HEAD OF THE COMPANY/FIRM)

Ref: <<Tender No of IEI with Tender Date>>

To,
The Secretary and Director General
The Institution of Engineers(India) 8, Gokhale Road,
Kolkata-700020

Sub: Acceptance of Terms and Conditions against your
Tender No. <<Tender No with date>>

1. We have carefully read and understood all the terms and conditions of the Tender document as mentioned above and hereby convey our un-conditional acceptance to the same. Also duly stamped, dated and signed by us on each page of the tender document is enclosed as proof of the terms and condition mentioned in the Tender Document.
2. We hereby declare that the proposed software solution either currently includes or shall be duly customized to include all the functionalities, technical specifications, features, and scope of work as detailed in the Tender Document
3. The information/ documents furnished along with the Tender Document Application are true and authentic to the best of my knowledge and belief. We are well aware of the fact that, furnishing of any false information / fabricated document would lead to rejection of our bid / application at any stage besides liabilities towards prosecution under appropriate law.
4. We have thoroughly understood the nature, scope, and requirements of the assignment, and are fully aware of the deliverables expected for the successful deployment software platform for Conducting Skill Training under The Ministry of Skill Development & Entrepreneurship through IEI Training Centres and also acknowledged to bear consequences of non-performance or deficiencies in the services on our part.
5. We also declare that
 - We have no objection, if enquiries are made about the work listed by us.
 - We have not been found guilty by a court of law in India for fraud, dishonesty or moral turpitude.
 - We agree that the decision of The Institution of Engineers (India) in selection of the firm will be final and binding to us.

Thanking you,

Yours sincerely,

Name.....
Designation.....
Date.....
Company stamp / Seal.....

