**Invitation of Expression of Interest (EOI)**

**From**
**Software/IT Services Organizations**

**For Providing**
**Development of E-Learning Modules**

**Towards**
**Web based application development for making**
**E-Learning modules on trustea code version 3.0**



Trustea Sustainable Tea Foundation
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https://www.trustea.org

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# 1. Invitation to Expression of Interest (EOI)

## 1.1  Invitation

trustea has envisaged to put in place interactive web based E-Learning modules over existing e-learning platform ([www.trustealms.org](www.trustealms.org)) to educate the intended trainees including trustea verified entities, auditors and implementation partners about the trustea new code version 3.0. which covers the entire guidance for trustea verification system and code compliance clauses in textual based manner with documentary, URL and audio video references for better understanding by learners. The proposed learning system are also expected to ease the understanding of learners about the long-term vision of trustea to improve the environment, sustainability and livelihood of tea producers and the activities of entities in their daily operation to comply the vision of trustea.

The requirements highlighted above are indicative in nature. The execution of this project requires good understanding of trustea business area and functionalities in India.

Through this EOI, TRUSTEA is interested in short listing qualified Software / IT service development consultancy organizations for providing services for Supplying customized animated videos in 5 language including national language. The interested bidders shall have competent human resources, having domain understanding of trustea / other tea standards as well as the required technical skills and experience in animation development, creativity, deployment, maintenance, management and specially understand the client requirement.

TRUSTEA invites Expression of Interest (EOI) from Organizations with experience in successfully executing similar assignments.

This EOI document indicates the scope of work, qualifying requirements, forms and procedure for submission of proposal by interested Organizations. The short-listed Organizations shall be provided with further opportunities for interaction with TRUSTEA to study and submit a detailed technical and financial proposal for the objectives set forth in this EOI document. The selection of the successful bidder among the short-listed ones shall be based on technical and financial criteria.

TRUSTEA reserves the right to accept or reject any or all the offers at any stage of the process without assigning any reasons thereof and no claim/dispute on this aspect shall be entertained. May please contact the following for more details:

Debasish Dutta, IT Manager & Chief Information Security Officer
Email: [dutta@trustea.org](dutta@trustea.org)

**1.2 SELECTION METHOD:**

1. TRUSTEA invites Expression of Interest (EOI) only from experienced software development / IT service Organizations with expertise in similar types of assignment.

2. TRUSTEA shall short-list only those organizations who fulfill the following criteria:
     i. The applicant shall be a single entity, registered as a Company, Firm or Society under respective acts in India & should have been in existence in India for the last Five years.
    ii. The agency must be registered in India with appropriate tax and other administrative authorities.
   iii. Should have technically qualified and well-experienced strong in-house resource base on company role.
    iv. The applicant should furnish an undertaking to the effect that the firm has not been black listed in India.
     v. Documentary Support for last 2 previous years credentials

## 2. Scope of Work

### 2.1 Fundamental Requirements in Brief

trustea is going to develop web-based e-learning modules for trustea code version 3.0 which will be implanted in existing trustea eLearning portal (www.trustealms.org). The basic features of application are as below:

1. Application should be in a responsive format for easy download and use by anyone in mobile, computer and any other app players.
2. All learning modules are in textual, audio/video and reference base navigated page wise.
3. Online quiz, examination, test and certification system

### 2.2 Functional Requirements (Only Indicative)

The functional and technical requirements are available in **Scope of Work Document** (*Annexure – I*)

## 3. Instructions to Consultants

### 3.1   Authorized Signatory

The 'Applicant' mentioned in the EOI document shall mean the one who has signed the EOI document forms. The applicant should be the duly Authorized Representative, for which a certificate of authority should be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative.

Every sheet and all forms complete in all respects shall be signed by the person/ persons duly authorized to sign on behalf of the applicants with affixing the applicant's rubber stamp. The Power (s) of Attorney supporting/authorizing of the signatory shall be enclosed with the offer. Any / all corrections made in the offer shall be duly authenticated by the signature of the Authorized Signatory.

### 3.2   Sealing of Envelopes & Submission

a) The Expression of Interest shall be submitted by E-mail in Label super scribing "Expression of Interest – Application Upgradation for Trustea E-Learning Modules" on or before **27th December 2023** at [bhuyan@trustea.org](mailto:bhuyan@trustea.org) And [dutta@trustea.org](mailto:dutta@trustea.org) (Marked as **IMPORTANT**)
b) If by hard copy, then envelope shall be submitted on or before **27th December 2023 to the following officer of Trustea**:
    Rajesh Bhuyan, Director,
    Trustea Sustainable Tea Foundation,
    Unit No. 506, 5th Floor, The Chambers,
    1865 Rajdanga Main Road,
    Kolkata -700107, West Bengal, India
c) TRUSTEA reserves the right to reject any or all the EOIs without assigning any reasons.

### 3.3   Documents to accompany EOI

The applications shall be complete with the following documents:
   A. Technical Bid
      1.    Letter of Authorization.
      2.    Expression of Interest in Form – I.
      3.    Details of experience in Form-II.
      4.    Legal and statutory documents of organization
      5.    Company profile and association
   B. Financial Bid
   1. Budgetary estimate in FORM-III.

The applicant, in addition to furnishing complete information in the Forms appended with the documents, shall furnish a detailed document on proposed approach; methodology & work plan for the assignment. The work plan shall include full justification for procedures to be adopted.

## 3.4 Amendment to EOI

At any time prior to the last date for receipt of proposals, TRUSTEA, may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the EOI document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals,

TRUSTEA may, at its discretion, extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the EOI.

*The applicant is required to visit the Notices & Circulars Section of TRUSTEA website for any changes or amendments in the EOI before submitting their Expression of Interests.*

## 3.5 Preliminary examination for the applications

a) The TRUSTEA shall examine the applications to determine whether they are complete, whether the documents have been signed as indicated in this document, whether all Forms as asked have been filled in properly, whether applications are generally in order and all information as indicated under various clauses have been furnished.

b) The TRUSTEA reserves the right to waive minor deviations in the proposal application if they do not materially affect the capability of the bidder to perform the assignment.

c) Prior to detailed evaluation formalities, TRUSTEA shall determine the substantial responsiveness of each application to the Invitation documents. A substantially responsive proposal is one, which conforms to all the terms and conditions of the Invitation document without any material deviation. A material deviation is one, which limits in any way responsibilities and liabilities of the bidder or any right of the employer as required in this document. TRUSTEA may waive any minor non-conformity in an application, which does not constitute material deviation. Non -responsiveness shall run the risk of rejection.

d) The evaluation shall be carried out on the basis of data available in the application documents received from the agency in the first instance. No account will be taken of any further documents or clarifications or any such additional information furnished subsequently by the consultant agency. However, TRUSTEA reserves the right to call for such clarifications confined in scope to the contents of the application, should such a clarification become necessary for proper judgment in evaluation.

## 3.6 Evaluation

The procedure of evaluation of the applications is indicated below:

a) TRUSTEA has specified the Pre-Qualification Criteria in the EOI document with minimum qualifying requirement for each of the criteria. The applicant shall submit the proposals in the same sequence indicating the qualification criteria on each certificate. The Evaluation matrix is attached with EoI as ***Annexure - II***

b) TRUSTEA shall apply pass-fail test and short list all the consultants who meet the minimum requirement as specified.

c) After completion of technical evaluation, trustea will evaluate the financial proposal among the qualified bidders for the services desired in the project.

d) The Final Score is on the basis of summation of Technical and Financial score board. The highest scorer will be engaged as working partner of trustea for this assignment.

## 3.8    Presentation / Demo

As a part of Evaluation of Expression of Interests submitted by the applicants, TRUSTEA may seek further information or a presentation from the Organizations at a short notice for evaluation purposes.

## 3.9    Pre-Bid Meeting

For details scope of proposed application, trustea may arrange for a pre-bid meeting with all requested participants. The proposed meeting will be informed to participants by mail or will be available in the Notices & Circulars Section of TRUSTEA website.

## 3.9    Rejection of EOI

The application is liable to be rejected if:
   a. Not in prescribed forms and not containing all required details.
   b. Not properly seal and signed as per requirements.
   c. Received after the expiry of due date and time.
   d. Offer is received by fax, telegram.
   e. Missing of any supporting document(s) with the EOI

## 3.10 Disclaimer

a. The TRUSTEA shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
b. The TRUSTEA reserves the right
   • To reject any/all applications without assigning any reasons thereof.
   • To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the TRUSTEA without assigning any reasons thereof.
   • To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

## 4. Formats for Submission

## FORM I
## EOI Letter Performa

To
**trustea Sustainable Tea Foundation**

**Sub: Expression of Interest for short-listing of Organizations for Development of web-based application for Trustea E-learning module for TRUSTEA Code Version 3.0**

Sir,

The undersigned having read and examined in detail all the EOI documents pertaining to your assignment; do hereby express the interest to do the work as specified in the scope of work.

| S.No | Description | Response |
|------|-------------|----------|
| 1. | Name of the Consultancy Organization | |
| 2. | Address | |
| 3. | Name, designation & address of the person to whom all references shall be made | |
| 4. | Telephone (with STD code) | |
| 5. | Mobile No. of the contact person | |
| 6. | E-mail of the contact person | |

We have enclosed the following documents:
1. Letter of Authorization.
2. Form I should be submitted on the company's letter head duly seal and signed by the authorized person.
3. Details of experience in Form-II with supporting documents
4. Budgetary Estimates in Form-III.
5. Company Profile
6. Photocopy of Legal and statutory Documents of organization
    a. Trade License / Certificate of Incorporation
    b. GST Registration Certificate
    c. PAN / TAN
    d. Last year IT return document

I/ We hereby declare that my/ our EOI is made in good faith and the information contained is true and correct to the best of my/ our knowledge and belief.

Thanking you,
Yours faithfully,
(Signature of the Applicant)
 Name:
 Designation:
 Seal:
 Date: _____
 Place _____

# FORM-II
## DETAILS OF EXPERIENCE

A. **Customer References related to Projects that the applicant has been engaged during the last two years:**

| S.No. | Name & Address of The client | Date of start Of the work | Date of Completion | Website Address (if any) | Value of the Project |
|---|---|---|---|---|---|
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| 4. | | | | | |

***Note:***
*Please also note that the copies of work orders and satisfactory completion certificate from the customers shall be required to be submitted for all the references mentioned above. If the participant has any earlier engagement with trustea, exclude it in experience table.*

# FORM-III
## Commercial Estimates (Budgetary)

| S.No. | Component/Activity | Period (Weeks) | Cost (INR)* |
|---|---|---|---|
| 1. | Application UI/UX Design | | |
| 2. | Application Development | | |
| 3. | Application integration with existing portal | | |
| | **Total (Amount in Words)** | | |

*\* Trustea administration has full right to negotiate with L1 participant on Commercial estimates*

The Form-III document should be password protected. Password should only be shared after getting request from trustea Secretariat.

## Introduction

trustea is always trying to enhance the knowledge of their stakeholders by providing face to face or virtual training. In year 2019 trustea had lunched web-based E-Learning portal for its members and stakeholder. E-Learning portal stuffed with audio-visual and documentary resources regarding trustea sustainable code. Learner has facilities to give chapter wise test and consolidated course end examination, all in online mode followed by trustea Auditor certificate.

In the year 2023, trustea has launched trustea code version 3.0 which enhance the code compliance with inclusion of Energy management and regenerative agriculture along with 3pillars of trustea i.e. Environment, Safety and Livelihood. Moreover, deliver the learning contents, learner education level and network availability are the key constraints for this initiative.

To enhance the existing E-learning module with inclusion of Code version 3.0, trustea is going to develop and integrate the application for code version 3.0.

## Topics of Development

a) Web based E-Learning module
b) Easy chapter wise navigation
c) Inclusion of reference audios, videos, documents and URLs
d) Online Test and instant result with answer analytics
e) Online QR based Certificate
f) Customize admin panel for Learning material management
g) MIS and Learner management system

## Indicative Users

The trustea auditors, Implementation partners, trustea officers, Officers from tea production unit and any interested person.

> **Note**: During application development, please keep in mind that, the UI/Interface and operation procedure should be in simple in form and attractive enough to grab the attention and interest of users. The target users have varying levels of literacy and are generally not very tech savvy. Hence primary focus should be to convey the training, education and message through the portal. The viewer should be able to imbibe the message with minimum recourse to the onscreen textual matter and references.

## Indicative Application Details

| SL | Task |
|----|------|
| 1 | World class unique responsive design of web pages (Uniformity in Mobile, tab, Desktop, laptop and any e-gadget) |
| 2 | Design should be as per colour combination of trustea |
| 3 | The e-training module contains 12 chapter of version 3.0 with an introduction module (12+1) |
| 4 | Every chapter may have multiple navigated pages for describing the topics in details. |
| 5 | Every chapter / page-of-chapter may contain textual paragraphs, videos, reference documents and other relevant links |
| 6 | Page-of-Chapter and Chapter(s) should be easily navigable |
| 7 | Every chapter including the introduction part should be started with a lecture deliberation video followed by learning modules. (The creation of lecture videos is out of this scope and separate organization will work on it) |
| 8 | For every page of chapters and entire module skip/continuation facility should be incorporated which is customizable from admin |
| 9 | Bookmark facility should be incorporated for user / login session wise |
| 10 | For every chapter there will an online test for it |
| 11 | Clearence of all chapter wise tests is mandatory to get the online certificate |
| 12 | There will be no rule for sequential clearance of chapter. Any chapter can be cleared by learner at any time. |
| 13 | Time recording facility will be there for every user for calculating the spending time to clear the entire e-learning modules |
| 14 | Chapter wise online test may be time bound or not as per setting from admin |
| 15 | Every chapter wise test will be followed by instant result and score sheet with given correct and incorrect answer. Incorrect answer should be linked with the relevant topic(s) as specified from admin during test creation. This will improve the interest of learner and continuous education. |
| 16 | SMS facility and WhatsApp facility will be there after completion of all tests and getting certificate in PDF |
| 17 | Certificate – It can be generated from portal and also the same will be messaged to learner after completion of all tests through normal message with tiny URL or WhatsApp with PDF attachment |
| 18 | All certificate should be embedded with QR for authenticity |
| 19 | Functions from Admin end - <br>• The entire modules / chapters should be manageable and customizable – Text, videos and references <br>• Questions and answers' options with correct one and relevant topic link will be customizable <br>• Score / pass mark setting <br>• Re-exam request management facility <br>• MIS for learner performance and register should be manageable <br>• Others customize management features as will be incorporated as per application requirement |
| 20 | A discussion forum / blog should be there for learner discussion which will be public for entire learner universe but manageable from admin |
| 21 | Needed features of existing portal will be updated as per requirement and require to integrate old and proposed application under same umbrella i.e. existing portal www.trustealms.org |
| 22 | Trustea can include some more data points and reports during the development process |

## Technical Details

| |
|---|
| **Current Application** |
| It is on Laravel/PHP and MySQL based |
| **Proposed Application** |
| Better to maintain the existing platform or if better technology is available, it will be appreciated to incorporated |
| **Cloud / Hosting** |
| Trustea will provide cloud / hosting. Requirement should be informed prior from vendor |

## Source of materials

Trustea will provide the learning materials along with reference items. For more information about trustea code version 3.0 please visit the following link –
https://trustea.org/the-code

## Pre-Bid meeting

**Date:** 26/12/2023
**Zoom Link:**
Topic: E-Learning App Dev Pre Bid Meeting
Time: Dec 26, 2023 12:00 PM India

Join Zoom Meeting
https://us06web.zoom.us/j/84547345115?pwd=vP3B5teLn90SQmsOWD3aQIUT7oixPO.1

Meeting ID: 845 4734 5115
Passcode: 870525

- For any clarification, feel free to mail us at dutta@trustea.org
- Application Scope related queries only be entertained
- No Financial matter will be discussed in any mail or meeting

# Annexure – II
# Evaluation Matrix

**Process:**

<u>For General & Technical</u>:
Score for each criterion is 1 and each Tick (✓) mark represent 1 mark.

<u>For Financial</u>:
Top 2 Scorers will be financially evaluated depend upon the number of submitted bids

| Part 1: General and Technical Evaluation Matrix (Mark: 1 / criteria) | Total mark: 11 | | |
|---|---|---|---|
| **Criteria** | *Vendor Name [1]* | *Vendor Name [2]* | *Vendor Name [n]* |
| **Document** | | | |
| Letter of Authorization | | | |
| Expression of Interest in Form-I | | | |
| Details of Experience in Form-II with supporting documents | | | |
| Company Profile and association | | | |
| Budgetary estimate in Form-III | | | |
| **Criteria** | | | |
| Trade License / Certificate of Incorporation | | | |
| GST Certification | | | |
| PAN / TAN | | | |
| Income tax return of Last year | | | |
| Inhouse resource details | | | |
| Office should be in India | | | |
| **Total Score** | | | |
| **Rank** | | | |

| Part 2: Financial Evaluation Matrix | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | *Vendor Name [1]* | | | *Vendor Name [2]* | | | *Vendor Name [n]* | | |
| **Cost Criteria** | Cost | Weeks | Cost/Week | Cost | Weeks | Cost/Week | Cost | Weeks | Cost/Week |
| Application UI/UX Design | | | [X1] | | | [X1] | | | [X1] |
| Application Development | | | [X2] | | | [X2] | | | [X2] |
| Application integration with existing portal | [X3] | | | [X3] | | | [X3] | | |
| **Cost (Excluding tax) –** | | | | | | | | | |
| **Total Cost (Including tax) -** | | | | | | | | | |
| **Rank [A]** – *Based on Estimation. Lower bidder will be the highest scorer* | | | | | | | | | |