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Detailed ToR placed below.

 NATIONAL INSTITUTE OF DISASTER MANAGEMENT (Ministry of Home Affairs)
Online Courses on Disaster Risk Management
National Institute of Disaster Management invites expression of Interest from Moodle Partners only having office at Delhi NCR for Annual Maintenance Contract services for the NIDM online course Portal. Quotations may be submitted to Executive Director, National Institute of Disaster Management, IIPA Campus, Mahatma Gandhi Marg, New Delhi-110002 within 15 days from date of advertisement. For other details & terms of reference visit NIDM website www.nidm.gov.in . davp 19107/11/0006/1617

National Institute of Disaster Management
(Ministry of Home Affairs)

Operation & Maintenance of Distance Learning Portal

TERMS OF REFERENCE

1. Background

1.1. The National Institute of Disaster Management (NIDM) New Delhi and the World Bank Institute (WBI) Washington DC, USA have jointly developed a broader understanding of Disaster Risk Management (DRM) principles and practices to enhance their effectiveness in India. In order to achieve this objective, NIDM, with support from WBI, has been offering following ten (one basic and nine thematic) web based on-line Courses on DRM (customized to Indian conditions) since 2006:

- 1.1.1. Basic Course - Comprehensive Disaster Risk Management Framework (CDRMF).
- 1.1.2. Community Based Disaster Risk Management (CBDRM)
- 1.1.3. Climate Change and Disaster Risk (CCDR)
- 1.1.4. Earthquake Risk Reduction (ERR)
- 1.1.5. Risk Identification, Assessment and Analysis (RA)
- 1.1.6. Safer Cities (SC)
- 1.1.7. Financial Strategies for Managing Economic Impacts of Disasters (FS)
- 1.1.8. Risk Sensitive Land Use Planning (RSLUP)
- 1.1.9. Gender Aspects of Disaster Recovery and Reconstruction (GADRR)
- 1.1.10. Damage and Reconstruction Needs Assessment (DRNA)

2. Details of the Portal (www.onlinenidm.gov.in)

- 2.1. A Distance Learning Portal of the Institute has been designed in such a way that all the existing distance learning courses of the NIDM have been hosted on it.
- 2.2. The portal has been designed and installed on the latest version of MOODLE in Linux web server.
- 2.3. The portal has to the extent possible, all the advanced features and facilities of distance learning
- 2.4. The structure and architecture of the portal has been designed in a manner that it can be accessed by the users in India and outside with ease and comfort
- 2.5. A dedicated server for the Distance Learning courses has been procured by the NIDM and is installed at NICSI Data Centre Laxmi Nagar, New Delhi.
- 2.6. The Centre has the state of the art infrastructure and facilities for web security
- 2.7. The portal and its installation must conform to the guidelines laid down by the NIC for security audit etc

3. Eligibility Conditions

- 3.1. In order to maintain the portal of these courses, Institute proposes to hire an agency. The agency to be hired must be
 - 3.1.1. Moodle Partner based/ having office at Delhi – NCR for better understanding, easy access and better coordination.
 - 3.1.2. A web development company having vast experience in developing

- interactive sites on e-learning courses
- 3.1.3. Having experience of executing similar work for government agency;
- 3.1.4. Having sound knowledge of Linux operating system and MOODLE software on which the On-line courses are being delivered;
- 3.1.5. Having an experienced team for development & technical support.

4. Specific Tasks of the Agency

- 4.1. The Agency shall be responsible for
 - 4.1.1. Operation & Maintenance of the Distance Learning Portal of the Institute (www.onlinenidm.gov.in).
 - 4.1.2. Compliance of the portal in accordance to the 'Guidelines of Indian Government Websites' which can be downloaded from <http://web.guidelines.gov.in>
 - 4.1.3. The existing database of the WBI courses conducted by NIDM both under MOODLE and Virtual Learning Environment (VLE) during the past years including the participants' data shall be properly archived and made available on request.
 - 4.1.4. The security audit of the portal shall be got done as per the requirement of the NIC and all the errors found during audit shall be fixed. Entire expenditure on the security audit has to be borne by the agency themselves.
 - 4.1.5. Provide support in troubleshooting of technical problems of participants during delivery of courses under AMC.
 - 4.1.6. Ensure that the hardware and software for the On-line Courses are in perfect condition of operation and maintenance;
 - 4.1.7. Develop a proper system for the archival, analysis and retrieval of data on applicants, participants, facilitators, projects, results etc;
 - 4.1.8. Develop a proper system of backup of the system including portal and provide the same in CD/DVD to NIDM. Such backup must be taken after every 3 months.
 - 4.1.9. Training regarding functioning of portal, creation of new courses and backup of the courses must be provided to NIDM members as and when requested for.
 - 4.1.10. After logging of a complaint regarding discrepancy in the portal, the agency must respond within 48-72 hours. This includes holidays as courses are 24x7 and 365 days running.
 - 4.1.11. After completion of the contract period a technical handover which includes portal backup, status of courses, courses backup, data archive (mentioned at 4.1.7), training (if any) must be done by the agency on the date and time confirmed by NIDM on mutual convenience.

5. Contract Period

- 5.1. The contract would be in-force for a period of three years from the date of acceptance by the firm/ agency.
- 5.2. The terms & conditions during the entire contract period would remain the same.
- 5.3. The amount quoted by the agency must be inclusive of taxes and must be valid for entire contract period. However, any rise in Government taxes during the contract period will be borne by NIDM.

6. Submission of Quotations

- 6.1. Sealed quotations are invited from competent agencies for operation & maintenance of

NIDM's Distance Learning Portal being run on MOODLE (in Linux) on or before 5 pm of the last date of submission of the quotation (next working day, if last date falls on holiday) at the following address:

Executive Director
National Institute of Disaster Management
NIDM Building, IIPA Campus, IP Estate,
Mahatma Gandhi Marg, New Delhi – 110002

- 6.2. The quotations will be opened the next working day of last date of submission of quotation at 3 pm by a Committee constituted for the purpose. However, agencies will be informed about the date and time of opening of tender document.
- 6.3. Only one representative of the participating agency must be nominated by the agency for attending the opening of tender, failing which tender will be opened in absentia of that particular agency.

7. Terms & Conditions

- 7.1. An Earnest Money Deposit (EMD) of Rs 10000/ in the form of crossed bank draft or pay order issued by a scheduled bank in favour of NIDM should be made. Quotation without EMD will not be considered. EMD must be kept in separate envelop.
- 7.2. List of Clients to whom the service has been provided/being provided during the last two years should be provided.
- 7.3. Sample of work executed should be provided.
- 7.4. Advance payment, if any, must be mentioned in the quotation. However, Institute reserves the right of releasing the advance payment. The advance payment would be to the maximum of 30% of total approved quotation cost and shall be released after the award of work of the maintenance of the portal
- 7.5. Remaining payment will be made after satisfactory completion of work after every year.
- 7.6. NIDM reserves the right of rejecting the quotation without assigning any reason.
- 7.7. The decision of NIDM in awarding the work shall be final.
- 7.8. Both the envelops (One of quotation along with relevant documents and second of EMD) must be kept in separate big envelop, which should be marked '**Quotation for Online Portal Maintenance**'.