

SBI PAYMENT SERVICES PVT LTD.
(A Joint Venture between SBI & Hitachi Payment Services)

1st Floor, Madhuli Building, Shiv Sagar Estate, Opposite Nehru Planetarium, Worli – 400 018

Request for Quotation (RFQ) for Internal LMS - Content Developer

RFQ No. SBIP/VM/22-23/10

Date: 13-01-2023

SBI Payment Service Private Limited (hereinafter referred to as “**SBI PAYMENTS**”) is a Joint Venture between SBI & Hitachi Payment Services established with the objective of carrying out Merchant Acquiring Business activities.

SBI Payments invites quotations from reputed companies providing service-related Content Development for internal LMS at Corporate office at 1st Floor, Madhuli Building, Shiv Sagar Estate, Opposite Nehru Planetarium, Worli – 400 018.

SCOPE OF SERVICES

The successful applicant agency shall be required to perform the following tasks/activities:

- Design and Development of e-Learning Lessons, e-Capsules, mobile nuggets based on the content that would be provided by SBI Payments.
- The e-Lessons, e-capsules, m-nuggets developed also should be of cross platform compatibility (i.e., Android, Windows, iOS etc.) and compatible with major browsers (i.e IE, Mozilla Firefox, Google Chrome, etc.). The design and content will be developed in collaboration with SBI Payments. SBI Payments will own it and will have all Intellectual Property Rights on it, exclusively.
- Provision of support in deployment of the e-Learning Lessons, e-Capsules, m-Nuggets on SBI Payments LMS.
- Modification/ updation of the e-Lessons, e-Capsules, m-Nuggets from time to time.
- New Technologies to be implemented in content development which will help in reducing the bandwidth and size of files without compromise on quality.
- Compliance with the guidelines issued by e-Learning department from time to time with respect to the GUI and navigation functionalities.
- Content Development Standards Vendors should be willing to follow the guidelines relating to Design, Naming Conventions, File organisation (size & type etc), Functional Requirements, Content formation, Content presentation and placement of objects etc. as specified by SBI Payments.
- Final approved Storyboard (PPT/ Word Version of the Story Board and PDF version), Source files, LMS Test version and final versions and other necessary Plug-ins shall be provided by the vendor along with the final Product to SBI payments.

Validity of the contract:

The contract will be initially valid for 12 months and will be renewed based on the review conducted by SBI Payments.



Right to impose Penalty

In case of any breach of compliances/ Scope of work during the contract period, SBI Payments reserves the right to initiate the actions with regards to penalty as per standard clause.

Eligibility Criteria:

- The Vendor should have at least 2 years of experience in providing services related to Employee Engagement Tool.
- The vendor Should be authorised to carry out the services defined in the scope of services.
- Should be able to provide quick services and resolve any down time issues promptly.
- The vendor should have a valid PAN, GST registration and required to submit complete details of his/ their Business / Partners / promoters.

Mandatory Documents:

- Company PAN CARD & AADHAR
- GST Certificate
- Certificate of Incorporation
- Previous Clients reference (PO/ experience letter/engagement letter)
- Memorandum of Association
- Article of association

Submission of quotation:

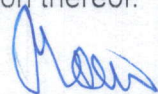
The vendor has to submit their Commercial proposal along with mandatory documents (mentioned above) on or before 28.01.2023 at 05:00 PM detailed as follow:

In Person at		By email at
SBI Payment Services Pvt Ltd 1 st Floor, Madhuli Building, Shiv Sagar Estate, Opposite Nehru Planetarium, Worli – 400 018	OR	I. vpvm@sbipayments.com II. dvphr@sbipayments.com III. amhr.ops@sbipayments.com IV. srexevm@sbipayments.com V. vmsupport@sbipayments.com

For any further details/information about the requirement, please contact the below persons at SBI Payments.

Contact person Name	Designation	Email Id
Mr. Ashish Semwal	DVP HR	dvphr@sbipayments.com
Mr. Manoj Kumar	VP- VM	vpvm@sbipayments.com
Ms. Richa Narain	AM – HR	amhr.ops@sbipayments.com

SBI Payments reserves the right to reject any or all the proposals without assigning any reason thereof.



Manoj Kumar
(VP- Vendor Management)

