



राष्ट्रीय मुक्त विद्यालयी शिक्षा संस्थान

(स्कूल शिक्षा और साक्षरता विभाग, शिक्षा मंत्रालय, भारत सरकार
के अंतर्गत एक स्वायत्त संस्था)

ए-24-25, इंस्टीट्यूशनल एरिया, सैक्टर-62, नोएडा-201309 (उ.प्र.)

निविदा सूचना

राष्ट्रीय मुक्त विद्यालयी शिक्षा संस्थान (एनआईओएस) द्वारा प्रतिष्ठित एवं अनुभवी आईटी फर्म/एजेंसियों से संस्थान की आवश्यकतानुसार AI-ड्रिवन लर्निंग मैनेजमेंट सिस्टम (LMS) का डेवलपमेंट, होस्टिंग ऑपरेशन और मेंटेनेंस हेतु दो-बोली प्रणाली (तकनीकी एवं वित्तीय) के अंतर्गत निविदाएँ आमंत्रित की जाती हैं।

अधिक जानकारी के लिए कृपया एनआईओएस की वेबसाइट www.nios.ac.in देखें। निविदा जमा करने की अंतिम तिथि 23/04/2026 को अपराह्न 2.00 बजे तक है।

सचिव

राष्ट्रीय मुक्त विद्यालयी शिक्षा संस्थान (एनआईओएस)



National Institute of Open Schooling
A-24/25, Sector-62, Noida-201309

Tender Notice

**DEVELOPMENT, HOSTING, OPERATION AND MAINTENANCE OF
AN AI-DRIVEN LEARNING MANAGEMENT SYSTEM(LMS)**

National Institute of Open Schooling (NIOS) invited open tender Two-Bid System (Technical & Financial) from reputed & experienced Firms and Agencies for Development, Hosting Operation and Maintenance of AI-Driven Learning Management System (LMS). For more details, please visit NIOS web site www.nios.ac.in. The last date for submission of the tender is 23/04/2026 at 2.00 pm.

SECRETARY

National Institute of Open Schooling(NIOS)



राष्ट्रीय मुक्त विद्यालयी शिक्षा संस्थान
NATIONAL INSTITUTE OF OPEN SCHOOLING

आई एस ओ 9001 : 2015 प्रमाणित/ISO 9001 : 2015 CERTIFIED

(स्कूल शिक्षा और साक्षरता विभाग, शि.मं., भारत सरकार के अंतर्गत एक स्वायत्त संस्था)
(An Autonomous Institution Under Deptt. of School Education and Literacy, MoE., Govt. of India)

NIOS/ACAD/LMS/RFP/2025/001

02/04/2026

TENDER

DEVELOPMENT, HOSTING, OPERATION, AND MAINTENANCE OF AN AI-DRIVEN LEARNING MANAGEMENT SYSTEM (LMS) FOR THE NATIONAL INSTITUTE OF OPEN SCHOOLING (NIOS) ON A TURNKEY BASIS.

The National Institute of Open Schooling (NIOS) provides several Vocational, Life Enrichment and community-oriented courses besides General and Academic Courses at the Secondary and Senior Secondary levels.

NIOS proposes to implement an **AI-Driven Learning Management System (LMS)** on a **Turnkey** Basis. Accordingly Sealed bids are invited by National Institute of Open Schooling (NIOS), A-24-25, Institutional Area, Sector-62, NOIDA from the eligible **firms capable of similar or identical activities of an AI-Driven Learning Management System (LMS)** on a **Turnkey** Basis.

The NIOS reserves the right to amend/withdraw any of the terms and conditions in the Tender Document or to reject the tender without giving any notice or assigning any reason. The decision of the Chairperson, NIOS in this regard shall be final and binding on all.

Secretary, NIOS

ए-24-25, इंस्टीट्यूशनल एरिया, सेक्टर-62, नोएडा-201309 (उ.प्र.) दूरभाष : 0120-2217091
A-24-25, Institutional Area, Sector-62, NOIDA-201309 (U.P.) Phone: 0120-2217091
Website: www.nios.ac.in

(IMPORTANT INFORMATION/DATES AND TIME)

Name of Work	Development, Hosting, Operation, and Maintenance of an AI-Driven Learning Management System (LMS) for the National Institute of Open Schooling (NIOS) on a Turnkey Basis.
Project Model	Turnkey (Develop + Host + Operate + Maintain)
Target Go-Live Date	17th September 2026
Annual Maintenance Contract (AMC) Period	5 Years (Post Go-Live)
Tender System	Two-Bid System (Technical & Financial)
Bid Submission	Physical Copies. This Tender is being publicized widely in compliance with GFR Rule 144, including publication on the Government e-Marketplace (GeM) portal and NIOS website to ensure maximum competition.
Bid Validity	180 days from the date of submission deadline.
Bid Submission End Date & Time	23RD April 2026/ 15.00HRS
Bid Opening Date & Time	23RD APRIL 2026/ 15.30HRS
Address for submission of bids	Reception Area, National Institute of Open Schooling (NIOS), A-24-25, Institutional Area, Sector-62, NOIDA
Tentative date & time for opening of Financial Bid of eligible Bidders	To be intimated in due course.

1	GENERAL CONDITIONS	
	1.1	The Tenderer must read carefully all the terms, conditions and specification before filling up the technical and the financial bid.
	1.2	Bidders should take into account any corrigendum/addendum published on the Tender document before submitting their bids.
	1.3	The tenderer shall be bound by all terms, conditions and specifications as detailed in this tender document.
	1.4	The tenderer who are confident of executing the contract in time need only participate in this tender.
	1.5	Canvassing in any form will be viewed seriously and if any bidder found to be resorting to such practice, the tender of such Company will be rejected.
	1.6	Conditional Tenders will also not be considered and rejected.
	1.7	Tender received after the closing date/time shall be summarily rejected.
	1.8	In case any clarification is required, the bidder may contact - Secretary , National Institute of Open Schooling (NIOS), A-24-25, Institutional Area, Sector-62, NOIDA NIOS on any working day from 11.00 am to 4.00 pm.
	1.9	Signing of Agreement The successful Bidder has to sign an agreement with the institution immediately after accepting of lowest rate (L-1) on a non-judicial stamp paper of Rs. 100/- stating that the firm/agency will abide by all the general and specific terms and condition laid in the tender document on totally in letter and spirit. Failure, delay or evasion on the part of Bidder to execute the agreement within the stipulated period will lead to disqualification from the empaneled list.
	1.10	The Earnest Money Deposit (EMD) The bidder shall furnish and EMD of Rs. 10,00,000/- (Ten Lakhs Only) in the form of Demand Draft drawn on any Nationalized Bank in favour of Secretary, NIOS, payable at NOIDA, U.P. failing which the tender shall be rejected out rightly. EMD, as given in important information above, is to be kept in the Technical Bid Envelope along with the tender. The EMD amount will be returned to the unsuccessful bidders without any interest after completion of selection process and receipt of Performance Bank Guarantee from the successful bidder. The EMD amount shall be forfeited in case the Bidder(s) who have quoted 'L-1' rate and back out to execute the work or violates the conditions of this tender.
	1.11	Performance/Bank Guarantee The amount of Performance/Bank Guarantee to be furnished by the successful bidder shall be 3% of the contract value inclusive of AMC of 5 years as per the prescribed format, rules, and guidelines of the Government e-Procurement/e-Tender Portal and the General Financial Rules (GFR) 2017 in the form of a Demand Draft / Bank Guarantee from a nationalized/scheduled commercial bank in favour of “Secretary, NIOS, NOIDA”. The Performance/Bank Guarantee shall be Valid for 90 days beyond the date of completion of all contractual obligation of supplier including warranty obligation from any scheduled commercial bank located in India at his own expense within 7 working days from the date of issue of Work Order of the Contract or prior to signing of the Contract whichever is earlier, failing which the work order will stand cancelled and EMD shall be forfeited.

		The performance security can be forfeited by order of the competent authority of the NIOS, in the event of any breach, negligence, or non-observance of any term or condition of the contract, for unsatisfactory performance, or for non-acceptance of the work order. On expiry of the contract, such portion of the said performance security, as may be considered sufficient by the NIOS, to cover any incorrect or excess payments made on the bills to the firm shall be retained until the final audit report on the account of the firm's bill has been received and examined.
	1.12	Exemption from EMD/Bank Guarantee The Agency/Bidders registered with NSIC/MSME or concerned Ministry or Department shall be exempted from depositing EMD subject to submission of documentary evidence. However, the Performance Bank Guarantee shall be obtained from every successful bidder irrespective of their registration status etc.
2	METHOD FOR SUBMISSION OF BIDS	
	2.1	The Bidder must quote their details and rates for undertaking the work in National Institute of Open Schooling (NIOS), A-24-25, Institutional Area, Sector-62, NOIDA on the enclosed prescribed tender proformas of Technical Bid (Annexure-II) and Financial Bid (Annexure-III) only.
	2.2	Bids not in the prescribed proformas will be rejected.
	2.3	The Technical bid should accompany requisite EMD as mentioned in the important information above by way of Account Payee Cheque / Demand Draft in favour of "Secretary, NIOS payable at NOIDA.
	2.4	It should be mentioned/superscribed on the envelopes whether they contain technical bid or the bid proformas, duly filled in shall be sealed in two separate envelopes superscribed as "TENDER FOR AI DRIVEN LEARNING MANAGEMENT SYSTEM (LMS) FOR NIOS" financial bid respectively.
	2.5	Further, the technical bid and financial bid envelopes shall be placed in a one big envelope and sealed. The big envelope shall also be superscribed as "TENDER FOR DEVELOPMENT, HOSTING, OPEARTION AND MAINTENANCEOF AN AI-Driven Learning Management System (LMS)"
	2.6	The envelope containing bids should be submitted in the tender box kept for the purpose in Reception Area, NIOS HQ, A-24/25, Institutional Area, Sector– 62, NOIDA, UP, by the date given in the "IMPORTANT INFORMATION" on pre-page(s). The bids can also be sent through registered post addressed to Secretary, NIOS.
	2.7	Technical bids will be opened in the presence of the representatives of the bidders, if any, present at the time of opening of the Technical Bid.
	2.8	The Financial Bids of only those bidders who will qualify in the Technical Bid will be opened, for which date, time and venue will be intimated separately.
3	ELIGIBILITY CONDITIONS	
	3.1	The bidder should be a company / partnership firms / LLP.
	3.2	The work place of the agency should be in Delhi or Adjoining Districts of Ghaziabad, NOIDA, Gurgaon or Faridabad only.
	3.4	The Bidder should have a valid Income Tax PAN Number in their own name.
	3.5	The Bidder should have a valid GST Number in their own name.
	3.6	The bidder should participate as a single entity; no consortium or group of companies will be allowed.
	3.8	Bids shall be accompanied by Earnest Money Deposit (EMD) or the proof of exemption from EMD.
	3.9	Experience in years

		The Bidders must have at-least Three (03) years' experience with Proven track record of Development, Hosting, Operation, and Maintenance of an AI-enabled LMS/e-Governance IT Project on a Turnkey Basis. Proof or Performance Certificate from the various organizations where services rendered needs to be submitted.
		Experience of works completed/operating Successfully completed or operating at least one (1) single project of a similar nature (AI-enabled LMS/e-Governance IT Project) with a value not less than 3 crore, OR two (2) projects of not less than 1.5 crore, for Central/State Government, PSU, or large autonomous educational body OR three (3) projects of not less than 1 crore, for Central/State Government, PSU, or large autonomous educational body. Performance Certificate / completion certificate from the various organizations where services are rendered needs to be submitted. Exemption will be admissible as per Govt. of India norms.
	3.10	Average Annual Turnover The bidders should have an average annual turnover of Rs. One Crore Fifty Lakhs (Rs. 1,50,00,000) in the latest three Financial Years 2022-23, 2023-24 and 2024-25 from software development services. Exemption will be admissible as per Govt. of India norms.
		Cloud Empanelment Must provide proof of partnership/empanelment with at least one MeitY-Empaneled Cloud Service Provider (AWS, Azure, or GCP).
		Security/Audit Compliance Experience in handling and passing mandatory Government of India security audits, including STQC/Cert-IN audit. Must provide proof of at least two such audits successfully cleared in the last five years.
		Annual Maintenance Contract (AMC) After successful Go-Live of the AI-Driven LMS, the system shall be covered under an Annual Maintenance Contract (AMC) for a period of five (05) years. AMC will be provided by the bidder. The bidder shall quote Year-wise AMC charges in the Financial Bid. NIOS shall have the right to deduct penalties directly from AMC payments as per terms of penalty clause.
		SLA Compliance Must provide evidence of having operated a large-scale system with a guaranteed Uptime SLA of 99.9% and clear SLA-based response/resolution mechanisms.
	3.13	The bidder should not have been black listed /delisted or banned /debarred by any agency /Govt. Department /Public Sector Undertaking
	3.14	The bidder should have proven capabilities for AI-enabled LMS/e-Governance IT Projects Time Line The qualified bidder shall complete the task for the development of LMS within 180 days from the date of award of the work.
	3.15	None of the officer/employee of NIOS or his close relative shall have any stake in the bidding firm.
4	Scope of Work	The detailed scope of work has been given in Annexure-I.
6	BID EVALUATION METHODOLOGY	
	6.1	Envelope containing Technical Bid shall be opened first and the same shall be examined

		by a duly constituted Committee of the NIOS.			
	6.2	Financial Bids of only those bidders, who qualify in the Technical Bids, will be opened at a later stage.			
	6.3	The date of opening financial bids will be informed separately to the respective bidders separately before the opening of Financial Bids.			
		The work of Development, Hosting, Operation, and Maintenance of an AI-Driven Learning Management System (LMS) for the National Institute of Open Schooling (NIOS) on a Turnkey Basis will be allotted to the bidder quoting the L-1 rates subject to the right of acceptance of NIOS.			
7	TERMS OF PAYMENT				
	7.1	No payment shall be made in advance on the basis of the order of award of work.			
	7.2	The payment will be made after satisfactory execution of the contract as follows.			
		Phase wise Payment Terms			
		Phase	Milestone	% of Payment	Condition for Release
		1	Ref. Point 3 of SoW* - Core Functional Modules	20%	Successful completion Point 3 of SoW*with formal approval.
		2	Ref. Point 4 of SoW* - AI-Powered Capabilities	20%	Successful completion Point 4 of SoW*with formal approval.
		3	Ref. Point 5 & 6 of SoW* - Teacher and Administrator Empowerment & Administrative and Institutional Features	20%	Successful completion Point 5 & 6 of SoW*with formal approval.
		4	Go-Live	30%	Platform deployed, tested, and fully operational in the live environment.
		5	After Completion of Work	10%	Successful completion according to SoW*of with formal approval.
		*Scope of Work (SoW)			
	7.3	The payment will be made after satisfactory execution of the work and successful bidder shall submit the bill along-with all supporting documents for sanction of the amount of bill and passing the bill for payment.			
	7.4	All payments shall be made through NEFT/RTGS only.			
	7.5	The NIOS, shall be at liberty to withhold any of the payments in full or in part subject to recovery of penalties, if any. Any Bidder/Agency aggrieved by the decision of NIOS regarding imposition or recovery of penalties may prefer an appeal to the Secretary, NIOS within 15 (fifteen) days of receipt of the penalty order. The Secretary, NIOS shall constitute a Review Committee to examine the appeal and communicate the final decision within 30 (thirty) days. This appeal process is provided to avoid arbitrariness and ensure due process.			
	7.6	The term ‘payment’ mentioned in this Para includes all types of payment due to the			

		successful bidders arising on account of this contract excluding Earnest Money and Security Deposit governed by the separate clauses of the contract.
	7.7	Payment shall be released after deducting all applicable statutory taxes, duties & levies as per prevailing laws and regulations.
8	Validity of the Bids The bids shall be valid for a period of 90 days from the date of opening the financial bid. The contract shall commence from the date of consent of the firm to the terms and conditions and signing of agreement.	
9	INTELLECTUAL PROPERTY All data handed over to the bidders/agencies in pursuance of this tender and award of work shall be the intellectual property of NIOS and shall not be shared with any other person or entity by the successful bidders. Similarly, all output data and reports generated from the data provided by NIOS shall also be the intellectual property of NIOS and shall not be shared with any other person or entity by the successful bidders.	
10	CONFIDENTIALITY CLAUSE The successful bidder will treat all the Information/data of the NIOS as confidential information/data and shall not disclose such confidential information to any third party without the express prior written consent of the NIOS. The information supplied by NIOS to successful bidder shall be considered as confidential even if the same is available in public domain. Similarly, all output data and reports generated from the data provided by NIOS shall also be treated as confidential information and the same instructions will be applicable on it. The successful bidder shall take all reasonable care to ensure that intellectual property, privacy and confidentiality of the information/data are not compromised.	
11	RIGHT OF ACCEPTANCE The NIOS reserves the right to accept, reject any bid or to Annul the bidding process or reject all bids at any time prior to award of contract without thereby incurring any liability to the affected Bidder or Bidders of the ground for Institution action. The Institution also reserves to itself the right to accept any bid in part or split the order between two or more bidders. The NIOS does not bind itself to accept the lowest or any specific bid. The decision of the competent authority of the NIOS, in this regard shall be final and binding.	
14	PENALTY	
	14.1	The powers of the NIOS, under this condition shall in no way affect or prejudice the powers in certain events to terminate the contract vested in him as herein provided nor forfeiture of deposit mentioned above.
	14.2	In case of any default/defect found, the Chairperson, NIOS will be the sole authority to take action as deemed fit, which shall be final and binding on the Bidder. Chairperson, NIOS may, if deemed fit, constitute a committee to give its recommendations regarding assessment of default/defect found and quantum of penalty to be imposed.
	14.3	In case the NIOS feels that the agency has intentionally delayed the job, special penalty as deemed fit by the NIOS shall be imposed. In addition to the special penalty, the Bidder may

also be black-listed & legal action against firm may be initiated.

Penalty Clauses

Milestone	Timeline	Penalty	Maximum Penalty
Ref. Point 3 of SoW* - Core Functional Modules	T + 15 days	0.5% of milestone cost per week delay	5% of milestone cost
Ref. Point 4 of SoW* - AI-Powered Capabilities	T + 90 days	0.5% of milestone cost per week delay	5% of milestone cost
Ref. Point 5 & 6 of SoW* - Teacher and Administrator Empowerment & Administrative and Institutional Features	T + 120 days	0.5% of milestone cost per week delay	5% of milestone cost
3 months Post-Go-Live	+ 90 days from Go-Live	0.5% of milestone cost per week delay	5% of milestone cost

Operational / Functional Downtime Penalties

(a) Uptime Commitment: 99.95% monthly

Penalty Rates:

a. 99.00% – 99.95% → 1% of total cost of LMS

b. 98.00% – 99.00% → 2% of total cost of LMS

c. 97.00% – 98.00% → 5% of total cost of LMS

d. Below 97.00% → 10% of total cost of LMS

e. Below 90% → No payment

Additional Clause:

If downtime instances exceed 3 in a month, deduct 0.5% from uptime before applying penalties.

Severity-Based Issue Resolution Penalties

Severity	Response Time	Resolution Time	Penalty*
High Impact	30 min	1 hr	₹5,000 (Day 1), ₹6,000 (Day 2), ₹7,000/day.
Medium Impact	30 min	4 hrs	₹2,000 (Day 1), ₹2,500 (Day 2), ₹3,000/day.
Low Impact	30 min	24 hrs	₹1,000 per incident

*NIOs shall reserve the right to impose penalty upto 10% of the total contract value.

Customization / Update Delay Penalties

A. Delay beyond client-approved timeline → ₹50,000 per day

The payment will be made after satisfactory execution of the work and submission of the bills.

	14.4	In case the Bidder is not able to execute the job in time or to the entire satisfaction of the NIOS, NIOS may cancel the work order and allot the work to any other agency either from NIOS panel or otherwise at any time. Penalty as deemed fit may also be imposed and also recover any cost involved in excess of the approved rate of the contractor in the event of payment to other agencies in the panel of NIOS.
15	BREACH OF TERMS AND CONDITIONS In case of breach of any of terms and conditions mentioned above, the Competent Authority will have the right to cancel the work order without assigning any reason thereof, and nothing will be payable by NIOS in that event and the security deposit in the form of performance Bank Guarantee shall be forfeited.	
16	FORCE MAJEURE	
	16.1 Force Majeure: Neither party shall be liable for any delay or failure to perform its obligations under this Contract if such delay or failure is caused by circumstances beyond its reasonable control, including but not limited to acts of God, war, natural disasters, pandemics, government-imposed lockdowns, or any other event of force majeure. The affected party shall notify the other party in writing within 07 (seven) days of occurrence of such event and shall resume performance as soon as reasonably practicable upon cessation of the force majeure event.	
	16.2 AI Compliance: The AI-Driven LMS system shall comply with all applicable guidelines, regulations, and advisories issued by the Government of India relating to Artificial Intelligence, including but not limited to guidelines issued by MeitY (Ministry of Electronics and Information Technology). The Bidder shall ensure that AI components of the LMS are transparent, explainable, and free from algorithmic bias as per applicable AI governance frameworks in India.	
	16.3 Data Localization: All data generated, processed, or stored by the LMS system including student data, learning records, and personal information shall be stored and processed exclusively within the territory of India, in compliance with the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (IT Rules 2021), the Digital Personal Data Protection Act, 2023, and any applicable MeitY guidelines on cloud services and e-governance projects. The Bidder shall not transfer or host any NIOS data outside India without the prior written approval of the Competent Authority, NIOS.	
17	PRE-BID MEETING AND DISPUTE RESOLUTION / ARBITRATION	
	17.1 Pre-Bid Meeting: A Pre-Bid Meeting shall be held at NIOS, A-24-25, Institutional Area, Sector-62, NOIDA on a date to be notified on the NIOS website (nios.ac.in). Prospective bidders may attend the Pre-Bid Meeting and submit their queries/clarifications in writing prior to the meeting. Responses to queries raised during the Pre-Bid Meeting shall be published on the NIOS website and shall form part of the tender document. All the communications pertaining to this bid shall be communicate through NIOS web portal (nios.ac.in).	
	17.2 Governing Law and Jurisdiction: This Contract shall be governed by and construed in accordance with the laws of India. The courts at Delhi/NOIDA shall have exclusive jurisdiction over any dispute or matter arising under or in connection with this Contract.	
	17.3 Arbitration: In the event of any dispute, controversy, or claim arising out of or relating to this Contract, or the breach, termination, or invalidity thereof, the parties shall first attempt to resolve the dispute amicably. If the dispute cannot be resolved amicably within 30 (thirty) days, it shall be referred to arbitration under the Arbitration and Conciliation Act, 1996, as amended from time to time. The arbitration proceedings shall be conducted in English by a sole arbitrator mutually agreed upon by both parties, or, failing agreement within 15 days, appointed as per the provisions	

	of the said Act. The seat and venue of arbitration shall be New Delhi/NOIDA. The award of the arbitrator shall be final and binding on both parties.
18	ESTIMATED PROJECT COST, SCOPE OF WORK AND PRESCRIBED PROFORMA
	18.1 Estimated Project Cost: The Estimated Project Cost has been determined in compliance with GFR Rule 160. Bidders are advised that the evaluation of financial bids shall be based on clearly defined criteria as prescribed under GFR Rule 160 and the relevant provisions of the Manual for Procurement of Goods 2017 and the Manual for Procurement of Consultancy and Other Services 2017.
	18.2 Scope of Work (Annex-1): The detailed Scope of Work (SoW) for the AI-Driven LMS is provided as Annexure-1 to this Tender Document. Bidders are required to go through Annexure-1 carefully before submitting their bids. Incomplete or missing Annexure-1 shall render the tender legally deficient. NIOS reserves the right to amend the Scope of Work as deemed necessary, with due notice to all registered bidders.
	18.3 Prescribed Proforma: The formats of the prescribed proformas for Technical Bid, Financial Bid, and other mandatory declarations are annexed to this Tender Document as Annexure-2 onwards. Bidders must submit their responses strictly in the prescribed proformas. Bids not submitted in the prescribed proforma shall be summarily rejected. The quotes must be unconditional, covering all costs including taxes and duties.
	18.4 Legal Framework: This Tender follows the legal frameworks governing public procurement including the General Financial Rules (GFR) 2017, Manual of Procurement of Goods 2017, CVC guidelines, and relevant provisions of the Indian Contract Act 1872. Additionally, the IT Act 2002 as updated, the Digital Personal Data Protection Act 2023, Data Protection Rules, and MeitY guidelines on cloud services and e-governance projects are applicable and shall be followed by the selected agency throughout the contract period.
	18.5 The bidder quoting the rates should indicate the GST separately in the financial bid. For the purpose of selecting L1, quotations, excluding GST to be taken.
	18.6 If the bidder quotes unrealistic rates or abnormally low bids, such bids shall not be considered and rejected after reviewing the price analysis.
19	Integrity Pact: The bidder shall submit duly signed Integrity Pact on Non-Judicial stamp paper of minimum Rs. 100/- along with the bid document.

Annexure - I

Scope of Work for AI-Driven Learning Management System (LMS) for NIOS

1. Introduction

The National Institute of Open Schooling (NIOS) aims to develop an AI-driven Learning Management System (LMS) to modernize its teaching, learning, assessment, and certification ecosystem.

Aligned with NEP 2020, the LMS will provide an inclusive, adaptive, and intelligent learning environment accessible across diverse linguistic and geographical contexts. It will integrate AI, data analytics, and cloud technologies to enhance learning, teaching, and administration.

The AI-driven LMS will serve as a centralized digital ecosystem enabling learners, teachers, and administrators to create, manage, deliver, and track educational programs. It will seamlessly integrate with national digital education platforms and comply with the highest standards of data privacy, accessibility, and scalability.

2. Objectives

- Build an AI-enabled, adaptive, and inclusive open schooling AI-driven LMS platform for NIOS.
- Support personalised, competency-based, and self-paced learning experiences.
- Integrate with national educational platforms: DIKSHA, SWAYAM, ULLAS, ABC, DigiLocker, and UDISE+.
- Ensure functionality in high and low bandwidth environments, including offline and lite versions.
- Enable end-to-end learner journey from admission to verified certification with automated tracking.
- Ensure data security, multilingual accessibility, and policy compliance.
- AI based solution should include the provision to convert e-resources (audio/video) from one language to all 22 languages (existing in the eighth schedule of the constitution) with proof reading support and voice cloning to retain the teachers original voice.

3. Core Functional Modules

1	Platform Purpose	Dedicated AI-driven LMS for multi-media creation, content authoring, multilingual delivery, and comprehensive assessment
2	Course Management	Full lifecycle management of courses across 22 Indian languages and 484 language pair combinations
3	Scale of	~1 crore teachers across India; must support massive concurrent usage

	Deployment	
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3.1 Course and Content Management

1	AI-Driven Content Generation	AI-powered interoperability in 22 languages, audio, video, flashcards, and animations directly within the platform
2	Multilingual Content Automation (22×22)	Automated adaptation of content for 484 language pairs (22 source × 22 target languages)
3	Conversational / Dialogue-based Learning Modules	Character-driven dialogues, audio-visual interactions, and immersive language scenarios integrated into the platform
4	Integrated Content Authoring Tools	Built-in tools for creating interactive multimedia, exercises, flashcards, and multimedia learning objects
5	File Format Support	Comprehensive support for Audio, Video, PDF, H5P, SCORM, animations, and AI-generated media

- Creative tools for modular course creation, multimedia integration, and version control.
- Support for SCORM (Sharable Content Object Reference Model)/xAPI (Experience API), drag-and-drop uploads, and auto-saving.
- Dynamic Self-Learning Material (SLM) in Universal Design for Learning (UDL) format, with multimodal content (text, audio, video, graphics, simulations).
- Deliver rich multimedia learning content (videos, audio, PDFs, live sessions, flipbooks, H5P, etc..)
- Video Lessons: Adaptive streaming, subtitles, playback controls, note-taking during viewing etc...
- Audio Lessons: Listening modules with download/replay, and record options.
- SLM/PDF Materials: Interactive PDFs supporting annotations, highlights, and bookmarks
- Live Classes: Integration with Zoom/Google Meet/MS Teams, youtube with calendar sync, reminders, and "Watch Later" recording options.
- Flipbook Lessons: Digital textbook-style content with mobile and web compatibility.
- AI-assisted lesson enhancement suggesting relevant reference material, case studies, and interactive elements.
- Integration of concept maps, flow charts, 3D illustrations, AR/VR simulations, and interactive graphics.
- Interactive web pages instead of static PDFs, with embedded text and multimedia for easy interaction.
- Integrated dictionary with pronunciation, read-aloud, text-to-speech, and speech-to-text capabilities.
- Vocabulary builder for tracking new words.
- Automatic translation and transcription in multiple languages using AI.

- Language Lab with Multilingual Interface.
- Smart summarization tools that convert long readings or videos into short notes or flashcards.
- Integration with open educational resources (OERs) and external archives (e.g., National Museum, global educational repositories).
- Videos must be advertisement-free and inclusive (ISL support, captions, transcripts).
- Play/pause markers within videos for active learning.
- Audio and video narration of art, science, and other content for inclusive learning.
- Progress tracking for last accessed timestamps.
- Customizable text size, color, and font, adjustable playback pace, and dark mode options.
- Content can be downloaded for offline access, ensuring learning continuity.
- Visual representation of course completion percentage.
- Content Moderation: Review process before publishing to ensure quality standards.
- Advanced Search: Keyword, text, and audio search across resources.

3.2 User Management and Access Control

- Role-based access control (Administrator, Teacher, Student, Parent, Guest, Custom roles).
- Group, cohort, and bulk enrolment (manual or via ID upload).
- Integration with Aadhaar-based verification, SSO, and access control APIs.
- Role switching and group permissions for specific course categories.
- Learner and faculty profiles with dashboards showcasing performance and progress.
- Profile Management: Learners can update personal details, upload photos, and configure settings.
- Address Management: For billing and certification records
- Parental dashboards for progress tracking and attendance monitoring.
- Protection of intellectual property and learner privacy.
- Language preference, accessibility settings
- Flipbook integration, note taking tools
- Calendar sync
- Biometric/secure login
- Role-Based Access: Restricted privileges based on user type.

3.3 Assessments, Evaluation, and Proctoring with LSRW Framework

1	Listening Assessment	AI-based evaluation of listening comprehension across multiple language pairs with automated scoring
2	Speaking Assessment (Critical Gap)	Speech-recognition-based assessment evaluating pronunciation, fluency, speed, accuracy, and voice inputs of learners

3	Reading Assessment	AI-evaluated reading comprehension exercises with adaptive difficulty
4	Writing Assessment	AI-based evaluation of written responses, grammar checking, and feedback in target language
5	AI-based Feedback Mechanism	Real-time, AI-generated personalised feedback on all four LSRW components after each assessment

- Question Bank Generation: Automated creation of quizzes from uploaded content- Multiple question types (MCQs, subjective, matching, simulations).
- AI-driven subjective evaluation, rubric-based feedback, and adaptive testing.
- Auto-grading, instant feedback, and quiz timers.
- Secure quiz settings: IP restriction, password protection, browser lockdown.
- Attempt limits, retake control, and blind marking for unbiased evaluation.
- AI-based plagiarism detection and originality scoring.
- Direct linking to references: Learners can verify answers against relevant study material.
- AI-proctored examinations with biometric authentication and behaviour analysis.
- Human-proctor validation of AI-flagged cases for integrity assurance.
- Detailed exam analytics: question difficulty, time per question, skipped items.
- Competency-based assessments with dynamic difficulty progression.
- Speech-recognition-enabled assessments allowing voice input for accessibility.
- Blockchain-based certification ensuring tamper-proof, verifiable credentials.
- Tutor Marked Assignment (TMA) upload and evaluation interface with timestamp and
- Auto-generated Holistic Progress Cards aligned with NEP's 360° learner assessment.

3.4 Communication, Collaboration, and Support

- Discussion forums, group workspaces, and chatrooms (real-time and asynchronous).
- AI-assisted moderation and FAQ handling with contextual understanding.
- Chatbots and voice-based AI tutors providing instant responses and escalating complex issues to human tutors.
- Integrated messaging, announcements, surveys, and feedback systems.
- Virtual classrooms with breakout rooms, whiteboards, polls, and quizzes.
- Integration with tools for collaborative brainstorming (e.g., Jamboard).
- Faculty blogs for announcements, quizzes, or dynamic updates.
- Social learning feed for sharing tips, achievements, and peer collaboration.
- AI-enabled peer group formation based on learner level and progress.
- 24×7 AI and human support for technical and academic assistance.
- About Us: Institutional details with multimedia introductions.
- AI-driven "Raise Queries" feature for instant answers.

3.5 Analytics, Reporting, and Insights

- Real-time tracking of attendance, progress, assessments, and engagement.
- Participation analytics for content types (PDFs, videos, audio, worksheets).
- Predictive analytics for dropout risk and early intervention alerts.
- Visual dashboards (Power BI/Tableau-ready) for learners, teachers, and administrators.
- Department-specific and role-based reports with exportable data.
- Comparative, trend, and performance analysis by region or course.
- Customizable reports on student outcomes, participation, and learning goals.
- Teacher dashboards summarizing frequent learner difficulties and auto-suggested remedial actions.
- Learning plans, grade distributions, and time-on-task analytics.
- Success probability models and predictive engines for personalized recommendations.
- Employability mapping linking skills, outcomes, and curriculum alignment.

4. AI-Powered Capabilities

1	Adaptive Learning Pathways	AI-driven personalized learning pathways based on learner performance, proficiency level, and learning style
2	AI Tutor / Virtual Assistant	Integrated AI tutors capable of answering learner queries, providing guidance, and facilitating practice in target language with personalised experience.
3	Real-time Translation & Transcription	Built-in AI for contextualisation between 22 Indian languages and real-time transcription of spoken inputs
4	Predictive Analytics & Learner Profiling	AI-powered analytics to predict learner performance, identify at-risk learners, and generate proficiency reports
5	AI-Based Personalization	Dynamic personalization of content difficulty, pace, and language pair presentation through AI language LAB based on learner data

4.1 Adaptive Personalization

- Dynamic, personalized learning pathways evolving with learner progress.
- Onboarding learning-style quizzes to customize recommendations (visual/audio/kinesthetic).
- Micro-learning bites (5–10 minutes) with gamified streaks and reminders.
- Contextual AI nudges for motivation and engagement.
- AI-based cross-subject linking to promote interdisciplinary learning.
- AI tutor (co-pilot) that provides feedback, remediation, and adaptive guidance in real-time.

- Customizable theme for dashboard

4.2 Accessibility and Inclusivity

- Real-time multilingual translation, captioning, and sign-language interpretation.
- ISL-based icons and video aids.
- Speech-to-text and text-to-speech tools for low-literacy users.
- Adjustable text size, playback speed, and interface themes.
- Gesture-based navigation and contrast adjustments.
- Offline access, low-bandwidth optimization, and Lite LMS app for low-RAM devices.

4.3 Emotional and Well-being Support

- Embedded mindfulness modules and guided meditation sessions.
- AI-driven well-being check-ins and self-assessment surveys.
- Integration with counsellor chats and well-being resources.
- Emotion and engagement analytics to detect stress or disengagement.

5. Teacher and Administrator Empowerment

1	AI-driven Language LAB & Multi-Language Interface	Platform UI and navigation available in all 22 scheduled Indian languages for both learners and administrators
2	Learner Registration & Management	Bulk onboarding of ~1 crore teachers with teacher-specific profiling (mother tongue, target language, district, subject)
3	Verified Certificate Issuance	Automated verified certificate generation upon successful completion of language learning courses
4	Interoperability / API (Application Performance Interface) Integration	Open APIs for integration with external content repositories, state systems, and third-party tools
5	Offline / Low-Bandwidth Access	Support for low-connectivity environments given the diverse geographical reach of 1 crore teachers

- Faculty Profiles: Background, qualifications
- Faculty Learning Hub: Repository of training materials, micro-courses, and certifications.
- AI-assisted content authoring tools (quiz generation, readability, accessibility checks).
- Interactive teacher annotations on lessons visible to learners.
- Notifications to learners when teachers add explanations or comments.
- Teacher dashboards summarizing learner progress and common queries.
- Tools for recording and responding to learner questions through text, audio, or short videos.
- Collaborative tools for teachers (whiteboards, group notes, co-teaching modules).

- Grievance management via NLP-based ticketing and escalation tracking.
- Repository of tutorials, guides, and troubleshooting articles
- Performance dashboards with predictive and comparative analytics.
- Proofreading: for course creators to check AI converted video and audio content.
- Collaborative Content Creation: Multi-author support with peer review.

6. Administrative and Institutional Features

- Automated enrolment verification using Aadhaar and document scanning.
- Digital workflows for admission, attendance, assignment tracking, and certification.
- Certificates: Automatically generated completion certificates with branding and verification QR codes.
- Integration with ABC, enabling credit storage and transfer across institutions.
- Department and regional analytics dashboards with comparative data.
- Data-driven policy insights from NEP, NCF, and SDG frameworks.
- Holistic Digital Portfolio for every learner capturing projects, achievements, and creativity.
- Seamless integration with DigiLocker, UDISE+, DIKSHA, and SWAYAM platforms.
- Cyberbullying prevention and monitoring mechanisms for safe interaction.
- Regular backups and version control to prevent data loss.
- Institutional reports with multi-metric and exportable visual analytics.
- Secure Payment workflow with multi-payment options (cards, UPI, PayPal, wallets)
- Automated invoice generation.
- Payment history visible in learner dashboard.
- SLA timelines, ticketing, escalation workflows/matrix
- SLA-Based Response & Resolution:
 - High Impact Issues - Response within 30 minutes, resolution within 1 hour.
 - Medium Impact Issues - Response within 30 minutes, resolution within 4 hours.
 - Low Impact Issues - Response within 30 minutes, resolution within 24 hours.
- Access Controls: oversee teacher activities without editing course content
- Teacher Management: Onboarding, approval, suspension, and removal of teachers.
- Content Oversight: Approve, reject, or archive uploaded courses.
- Notifications: Automated reminders for scheduled classes, pending approvals, or deadlines.
- Report Generation: In-depth reports on learners, teachers, revenue, and content performance
- System-wide Announcements: Notifications, policy updates, and global reminders.
- Access Control: Full visibility of user roles

7. Engagement and Gamification

- Virtual Orientation Tour: Interactive guide for new learners.
- Layered gamification: badges, levels, leaderboards, challenges, and missions.
- Integration of AI-driven motivation systems and peer challenges.
- Points and certificate-based rewards to increase engagement.
- E-sports and virtual competitions to promote collaboration and critical thinking.
- Habit-building tools (daily streaks, reminders, progress milestones).

8. Technical Specifications and Deployment

- seamless access across web, Android, and iOS platforms.
- Data Protection: End-to-end encryption for user data
- Cloud-based modular architecture (AWS/GCP/Azure) for scalability and reliability.
- Support for 100,000+ concurrent users.
- Disaster Recovery (DR) and uptime SLA of 99.9%.
- Data encryption in transit and at rest.
- Compliance with GDPR, UGC-DEB, and Indian IT Act.
- GDPR Compliance: Features like "Right to be Forgotten."
- Quarterly security audits, patch management, and performance reviews.
- 24×7 technical helpdesk and SLA-based support (urgent, high, medium, low).
- Mobile app (Android/iOS) with push notifications, offline access, multilingual interface.
- Push Notifications: Alerts for live classes, deadlines, and new content.
- Progressive Web App (PWA) for browser-based access.
- STQC/Cert-IN audit, OWASP Top 10, PCI-DSS Compliance details
- Bug fixing cycles, GPU optimisation, compatibility updates, SLA response structure
- GPU enabled servers, storage, bandwidth, autoscaling data retention

9. Data and Analytics Hub

- Real-time data visualization for learners, teachers, and administrators.
- Predictive analytics engine to forecast performance and dropout risk.
- Skill and employability mapping based on learner data and outcomes.
- Resource utilization analytics for optimizing content and engagement.
- Integration with national datasets and education dashboards for evidence-based decision-making.

10. Ethical and Inclusive AI Principles

- Transparent and fair AI algorithms with bias monitoring.
- Data confidentiality and ethical usage of learner analytics.
- Explainable AI systems with privacy safeguards.
- Inclusivity across language, gender, and ability spectrums.

11. Deliverables from Service Provider

- Detailed project plan with milestones and governance framework.
- Assigned technical SPOC for coordination.
- End-user, teacher, and admin documentation and training.
- Feature release roadmap and bug-fix mechanism.
- Deployment of LMS on secure cloud infrastructure with full source-code access to NIOS.
- Post-launch training and capacity building for faculty and administrators.
- Quarterly progress, audit, and performance reports.

12. Service Provider Qualification

- Demonstrated experience in AI-enabled LMS or EdTech platforms with large-scale implementation.
- Proven success with multilingual, multi-device, and high-user-load systems.
- Proven SLAs, references from reputed educational bodies, and transparent cost structure.
- Experience in compliance with government education frameworks.

13. Expected Outcomes

- An AI-enabled, learner-centric ecosystem that promotes lifelong learning.
- Improved learner engagement, retention, and academic outcomes.
- Empowered teachers with data-driven insights and content creation tools.
- Streamlined administration and data-informed policy implementation.
- Seamless integration of NIOS's digital learning ecosystem with national platforms.
- Future-ready, scalable, and sustainable AI-based open schooling model.

NATIONAL INSTITUTE OF OPEN SCHOOLING (NIOS)

A-24-25, Institutional Area, Sector-62, NOIDA-201309 (U.P.)
Tender Ref: NIOS/ACAD/LMS/RFP/2025/001

ANNEXURE - II
TECHNICAL BID

Development, Hosting, Operation and Maintenance of
AI-Driven Learning Management System (LMS) for NIOS
on a Turnkey Basis

Bidder's Name:	<i>[Full Legal Name of Company]</i>
Registered Address:	<i>[Registered Office Address]</i>
Contact Person:	<i>[Name and Designation]</i>
Phone / Email:	<i>[Mobile Email Address]</i>
Date of Submission:	<i>[DD-MMM-2026]</i>

SECTION A: BIDDER PROFILE & GENERAL INFORMATION

A-1. Company Overview

S.No.	Particulars	Details / Response
1	Full Legal Name of Company	[Enter Company Name]
2	Type of Entity (Pvt. Ltd. / Ltd. / OPC)	[Enter Company Type]
3	Year of Incorporation	[YYYY]
4	CIN / ROC Registration Number	[Enter CIN]
5	PAN Number	[Enter PAN]
6	GST Registration Number	[Enter GSTIN]
7	Registered Office Address	[Full Registered Address]
8	Principal Office Address (if different)	[NCR/Delhi/NOIDA/Gurgaon/Faridabad/Ghaziabad]
9	Website URL	[www._____.com]
10	Authorized Signatory (Name & Designation)	[Name, Designation]

A-2. Key Contact for this Tender

S.No.	Particulars	Details
1	Name	[Contact Person Name]
2	Designation	[Designation]
3	Mobile Number	[+91-XXXXXXXXXX]
4	Email Address	[email@company.com]
5	Alternate Contact No.	[+91-XXXXXXXXXX]

SECTION B: ELIGIBILITY CRITERIA COMPLIANCE

Bidders must confirm compliance against each eligibility condition. Tick ✓ in the "Complied" column and reference the supporting document.

S.No.	Clause Ref.	Eligibility Criterion	Compliance Response	Complied (✓/X)	Supporting Document
1	3.1	Company registered under Indian Companies Act 1956/2013	[Yes / No]		[Certificate of Incorporation]
2	3.2	Workplace in Delhi/NCR (Delhi, NOIDA, Gurgaon, Faridabad or Ghaziabad)	[Yes / No]		[Office address proof]
3	3.4	Valid Income Tax PAN Number in company's own name	[Yes / No]		[PAN Card copy]
4	3.5	Valid GST Registration Number	[Yes / No]		[GST Certificate]
5	3.6	Participating as single entity (no consortium)	[Yes / No]		[Self declaration]
6	3.8	EMD submitted or proof of exemption enclosed	[DD No. / NSIC-MSME Cert.]		[DD / Exemption cert.]
7	3.9	Minimum 3 years' experience in AI-enabled LMS / e-governance IT project on turnkey basis	[Years of experience]		[Performance Certificates]
8	3.9	Completed at least 1 project of 3 Crore, or 2 projects 1.5 Crore, or 3 projects 1 Crore each for Govt/PSU/Autonomous body	[List projects]		[Work orders + Completion Certs.]
9	3.10	Avg. annual turnover ≥ Rs. 1.5 Crore from software development in FY 2022-23, 2023-24, and 2024-25	[Rs. _____ Lakhs]		[Audited Financials / CA Certificate]
10	3.10	Partnership/empanelment proof with MeitY-empaneled Cloud Service Provider (AWS/Azure/GCP)	[Cloud partner name]		[Partnership / empanelment letter]
11	3.10	Experience in clearing mandatory Gov security audits (STQC/Cert-IN) — at least 2 in last 5 years	[No. of audits cleared]		[Audit clearance certificates]
12	3.10	Evidence of operating large-scale system with guaranteed 99.9% uptime SLA	[Client name / System]		[SLA agreement / client cert.]
13	3.13	Company not blacklisted/debarred by any Govt. agency / PSU	[Confirmed]		[Self-declaration affidavit]
14	3.14	Can complete LMS development within 180 days from award of work (Go-Live: 17 Sep 2026)	[Confirmed]		[Project plan summary]
15	3.15	Integrity Pact	[Confirmed]		

SECTION C: FINANCIAL CAPABILITY

C-1. Annual Turnover (Last 3 Financial Years)

Note: Minimum average annual turnover from software development services required: Rs. 50,00,000 (Fifty Lakhs) for FY 2022-23, 2023-24, and 2024-25.

S.No.	Financial Year	Total Annual Turnover (Rs. Lakhs)	Turnover from SW Dev. Services (Rs. Lakhs)	Audited / CA Certified
1	2022-23			
2	2023-24			
3	2024-25			
Average (3 years)	[Auto compute or enter]			

Supporting Documents: Attach audited balance sheets / P&L Accounts and/or CA-certified turnover certificate for each of the above years.

SECTION D: EXPERIENCE & PAST PERFORMANCE

D-1. Summary of Qualifying Projects

Provide details of projects meeting the eligibility criteria under Clause 3.9. Attach performance/completion certificates from each client.

Project 1

Project Title	[Project Name]
Client Name & Type	[Client Name — Central/State Govt./PSU/Autonomous Body]
Project Scope (brief)	[AI-LMS / e-Governance IT, Turnkey — describe briefly]
Contract Value (Rs. Lakhs)	[Rs. _____ Lakhs]
Project Period (From – To)	[MM/YYYY to MM/YYYY]
Project Status	[Completed / Ongoing]
No. of Concurrent Users Supported	[Number]
Uptime SLA Achieved	[__._%]
Work Order / PO Reference	[WO Number / Date]
Client Contact for Verification	[Name, Designation, Phone, Email]
Document Reference Enclosed	[Annex No. / Tab No.]

Project 2

Project Title	[Project Name]
Client Name & Type	[Client Name — Central/State Govt./PSU/Autonomous Body]
Project Scope (brief)	[AI-LMS / e-Governance IT, Turnkey — describe briefly]
Contract Value (Rs. Lakhs)	[Rs. _____ Lakhs]
Project Period (From – To)	[MM/YYYY to MM/YYYY]
Project Status	[Completed / Ongoing]
No. of Concurrent Users Supported	[Number]
Uptime SLA Achieved	[__._%]
Work Order / PO Reference	[WO Number / Date]
Client Contact for Verification	[Name, Designation, Phone, Email]
Document Reference Enclosed	[Annex No. / Tab No.]

Project 3

Project Title	<i>[Project Name]</i>
Client Name & Type	<i>[Client Name — Central/State Govt./PSU/Autonomous Body]</i>
Project Scope (brief)	<i>[AI-LMS / e-Governance IT, Turnkey — describe briefly]</i>
Contract Value (Rs. Lakhs)	<i>[Rs. _____ Lakhs]</i>
Project Period (From – To)	<i>[MM/YYYY to MM/YYYY]</i>
Project Status	<i>[Completed / Ongoing]</i>
No. of Concurrent Users Supported	<i>[Number]</i>
Uptime SLA Achieved	<i>[__._%]</i>
Work Order / PO Reference	<i>[WO Number / Date]</i>
Client Contact for Verification	<i>[Name, Designation, Phone, Email]</i>
Document Reference Enclosed	<i>[Annex No. / Tab No.]</i>

D-2. Cloud Empanelment / Partnership

Cloud Provider	Partner/Empanelment Type	MeitY Empaneled?	Cert./Letter Enclosed
AWS	<i>[Partner Tier]</i>	Yes / No	<i>[Doc. Ref.]</i>
Microsoft Azure	<i>[Partner Tier]</i>	Yes / No	<i>[Doc. Ref.]</i>
Google Cloud (GCP)	<i>[Partner Tier]</i>	Yes / No	<i>[Doc. Ref.]</i>
Other (NIC Cloud etc.)	<i>[Specify]</i>	Yes / No	<i>[Doc. Ref.]</i>

D-3. Security Audit Compliance (STQC / Cert-IN)

List at least two mandatory GoI security audits cleared in the last five years:

#	Audit Type (STQC/Cert-IN)	System/Project Audited	Audit Date	Result	Certificate Ref.
1					
2					

SECTION E: TECHNICAL APPROACH & PROPOSED SOLUTION

E-1. Understanding of Scope of Work

The Bidder should demonstrate a clear understanding of NIOS requirements. Below is a high-level confirmation of scope coverage against Annexure-I of the Tender:

Scope Module	SoW Ref.	Description	Bidder Response (Complied/Partial/Not Complied)	Remarks
1. Core Functional Modules	SoW Ref. 3	Student enrollment, course management, assessments, certifications, multilingual support	[Complied]	
2. AI-Powered Capabilities	SoW Ref. 4	Adaptive learning, AI-tutor, NLP chatbot, predictive analytics, auto-content tagging	[Complied]	
3. Teacher Empowerment Tools	SoW Ref. 5	Content authoring, virtual classroom, performance dashboards, proctoring	[Complied]	
4. Administrative & Institutional Features	SoW Ref. 6	Role-based access, reporting, MIS, integration with NIOS ERPs	[Complied]	
5. Infrastructure & Cloud Hosting	SoW Ref. 7	MeitY-empaneled cloud, auto-scaling, DR/BC, 99.95% uptime SLA	[Complied]	
6. Security & Compliance	SoW Ref. 8	ISO 27001, DPDPA 2023, STQC audit compliance, data localization in India	[Complied]	
7. Training & Change Management	SoW Ref. 9	Onboarding training, user manuals, help-desk setup	[Complied]	
8. Operations & AMC (5 Years Post Go-Live)	SoW Ref. 10	Continuous enhancements, 24x7 support, SLA-based penalties compliance	[Complied]	

E-2. Proposed Technical Architecture

Describe the proposed AI-Driven LMS architecture in brief (attach detailed architecture diagram as Annexure):

Technology Stack	[Frontend / Backend / Database / AI/ML Framework]
Cloud Platform & Region	[Provider — Indian Region/Data Center]
Deployment Model	[Cloud-native / Containerized / Microservices]
AI/ML Engines Used	[NLP, Recommendation Engine, Predictive Analytics — tools]
Uptime Guarantee	[99.95% monthly / specify SLA]
Scalability (Peak Load)	[Concurrent users: _____ (auto-scaling: Yes/No)]
Data Localization	[Confirmed — All data stored within India]

Disaster Recovery	[RPO: _____ hrs RTO: _____ hrs]
Architecture Diagram Ref.	[Annex No.]

E-3. Feature Compliance Matrix

Mark each feature as: F = Fully Compliant | P = Partially Compliant | N = Not Compliant | C = Customizable

#	Feature / Requirement	Compliance (F/P/N/C)	Remarks / Conditions
1	Student Registration & Onboarding Portal		
2	AI-based Personalized Learning Path		
3	AI Tutor / Chatbot (Multilingual incl. Hindi)		
4	Adaptive Assessment Engine		
5	Online Proctored Examinations		
6	Live & Recorded Virtual Classes		
7	Content Authoring Tool		
8	Digital Library & Repository		
9	Predictive Learning Analytics Dashboard		
10	Certification & Badge Generation		
11	Parent / Guardian Portal		
12	Teacher Performance Dashboard		
13	Admin MIS & Custom Reporting		
14	Integration with NIOS ERP / ISDMS		
15	Mobile Application (Android & iOS)		
16	99.95% Uptime SLA		
17	DPDPA 2023 Compliance		
18	STQC / Cert-IN Security Audit Readiness		
19	Data Localization within India		
20	5-Year AMC with SLA-based penalties		

SECTION F: PROJECT IMPLEMENTATION PLAN

F-1. Proposed Delivery Timeline (within 180 days from Work Order date)

Go-Live Target: 17 September 2026. Bidder must demonstrate deliverability within 180 days.

Phase	Activity / Deliverable	Indicative Timeline	Payment %	Proposed Date
Phase 1	Project Kick-off, Requirement Workshops & SRS Finalization	0–30 days	—	[DD/MM/YYYY]
Phase 2	System Design, Architecture Review & Infrastructure Setup	15–45 days	—	[DD/MM/YYYY]
Phase 3	Core Functional Modules Development (SoW Ref. 3)	T+15 days	20%	[DD/MM/YYYY]
Phase 4	AI-Powered Capabilities Integration (SoW Ref. 4)	T+90 days	20%	[DD/MM/YYYY]
Phase 5	Teacher Empowerment & Admin / Institutional Features (SoW Ref. 5 & 6)	T+120 days	20%	[DD/MM/YYYY]
Phase 6	Testing (SIT, UAT, Performance, Security)	120–155 days	—	[DD/MM/YYYY]
Phase 7	Go-Live (Platform deployed, tested, fully operational)	T+180 days (max)	30%	[DD/MM/YYYY]
Phase 8	Post-Launch Stabilization & Final Acceptance	Go-Live + 30 days	10%	[DD/MM/YYYY]

F-2. Team Composition & Key Personnel

Provide details of the core team proposed for this engagement:

#	Role	Qualifications	Experience Required	Proposed (Y/N)	Name	Dedicated (%)
1	Project Manager	PMP / Prince2 preferred	5+ years IT project management			
2	AI/ML Lead Engineer	B.Tech/M.Tech + ML certification	3+ years AI/ML implementation			
3	LMS Solution Architect	Certification in Cloud Architecture	5+ years LMS architecture			
4	Backend Developer (2)	B.Tech / MCA	3+ years enterprise backend dev.			
5	Frontend Developer (2)	B.Tech / MCA	3+ years React/Angular			
6	Cloud & DevOps Engineer	AWS/Azure/GCP Certified	3+ years cloud ops			
7	Quality Assurance Lead	ISTQB Certified preferred	4+ years in testing			

8	Security Compliance Officer	CISA / ISO 27001 Lead Auditor	Experience in STQC/Cert-IN audits			
9	Training & Change Mgmt. Lead	Relevant certification	3+ years training delivery			

SECTION G: OPERATIONS & AMC PLAN (5 YEARS POST GO-LIVE)

G-1. SLA Commitments

#	SLA Parameter	Required by NIOS	Offered by Bidder
1	System Uptime	99.95% monthly	[____ %]
2	High-impact issue response time	30 minutes	[____ minutes]
3	High-impact issue resolution time	1 hour	[____ hour(s)]
4	Medium-impact issue resolution	4 hours	[____ hours]
5	Low-impact issue resolution	24 hours	[____ hours]
6	Customization / update delivery	As per client-approved timeline	[Specify process]
7	Backup Frequency	Daily incremental / Weekly full	[Confirm / propose]
8	Disaster Recovery RTO	As per DR plan	[____ hours]
9	Support Hours	24x7x365	[Confirm]

G-2. Support Team Structure (AMC Phase)

#	Role	Count	Shift Coverage	Escalation Level
1	[Account Manager]	[1]	[Business Hours]	[L3]
2	[L1 Helpdesk Support]	[2+]	[24x7]	[L1]
3	[L2 Technical Support]	[2+]	[Business Hours + On-call]	[L2]
4	[Cloud/Infrastructure Engineer]	[1+]	[On-call 24x7]	[L2]

SECTION H: DOCUMENTARY CHECKLIST

Tick (✓) to confirm each document is enclosed with the Technical Bid envelope. Absence of mandatory documents may result in rejection.

#	Type	Document Description	Enclosed (✓)	Annex Ref.
1	Mandatory	Account Payee Cheque / Demand Draft for EMD Rs. 10 Lakhs in favour of Secretary, NIOS, payable at NOIDA — or EMD exemption proof (NSIC/MSME)		
2	Mandatory	Certificate of Incorporation under Indian Companies Act		
3	Mandatory	PAN Card (Company)		
4	Mandatory	GST Registration Certificate		
5	Mandatory	Audited Financial Statements for FY 2022-23, 2023-24, and 2024-25 (or CA-certified turnover certificate)		
6	Mandatory	Work Orders + Performance/Completion Certificates for qualifying projects (per Clause 3.9)		
7	Mandatory	MeitY-empaneled Cloud Service Provider partnership/empanelment certificate (AWS / Azure / GCP)		
8	Mandatory	STQC / Cert-IN Security Audit clearance certificates (minimum 2 in last 5 years)		
9	Mandatory	Self-declaration affidavit (not blacklisted, no conflict of interest, sole-entity participation)		
10	Mandatory	Signed and stamped Tender document (all pages)		
11	Mandatory	Power of Attorney / Authorization letter for signatory		
12	Recommended	Detailed System Architecture diagram		
13	Recommended	Product brochure / demo credentials for existing LMS solution		
14	Recommended	Client reference letters (beyond performance certificates)		
15	Recommended	ISO 27001 / ISO 9001 certification (if applicable)		

SECTION I: DECLARATIONS & UNDERTAKINGS

I/We, the undersigned, duly authorized to represent and act on behalf of [Company Name] ("the Bidder"), do hereby declare and undertake the following:

- 1. The information provided in this Technical Bid and all supporting documents is true, accurate, and complete to the best of our knowledge. We understand that any misrepresentation may result in disqualification or termination of contract.
- 2. We have read, understood, and accept all terms, conditions, and specifications mentioned in Tender Document No. NIOS/ACAD/LMS/RFP/2025/001/02/2026 and its annexures in their entirety.
- 3. We have not been blacklisted, debarred, or suspended by any Central/State Government, PSU, or Autonomous Body and are not subject to any ongoing criminal or civil proceedings that may affect this contract.
- 4. No officer or employee of NIOS or any of their close relatives has any financial or personal stake in our firm.
- 5. We are participating as a single entity and have not entered into any consortium, sub-contract arrangements, or informal agreements with other bidders for this tender.
- 6. We agree to maintain the validity of this bid for 180 days from the date of opening of the Financial Bid, as required under Clause 8 of the Tender.
- 7. We commit to completing the development and achieving Go-Live of the AI-Driven LMS within 180 days from the date of award of work (target Go-Live: 17 September 2026).
- 8. We accept the phased payment terms (20%–20%–20%–30%–10%) linked to milestones, and confirm that no advance payment is sought.
- 9. We undertake to provide Annual Maintenance Contract (AMC) services for 5 years post Go-Live as per the SLA parameters and penalty clauses described in the tender document.
- 10. All data generated, processed, or stored by the LMS system shall be hosted exclusively within India in compliance with the Digital Personal Data Protection Act 2023, IT Rules 2021, and applicable MeitY guidelines. No NIOS data shall be transferred or hosted outside India without prior written approval.
- 11. All AI components of the proposed LMS shall be transparent, explainable, and free from algorithmic bias, in compliance with applicable AI governance frameworks of the Government of India.
- 12. We understand and agree that all intellectual property rights in data, deliverables, reports, and software developed under this contract shall vest exclusively with NIOS. We shall maintain strict confidentiality of all NIOS data and information.

Authorized Signatory Signature: _____ Name: _____ Designation: _____ Date: _____	Company Seal & Stamp Company Name: _____ <i>[Affix Company Seal Here]</i> Place: _____
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NATIONAL INSTITUTE OF OPEN SCHOOLING (NIOS)

A-24-25, Institutional Area, Sector-62, NOIDA-201309 (U.P.)

Tender Ref: NIOS/ACAD/LMS/RFP/2025/001

ANNEXURE - III FINANCIAL BID

*Development, Hosting, Operation and Maintenance of
AI-Driven Learning Management System (LMS) for NIOS
on a Turnkey Basis*

Bidder's Name:	[Full Legal Name of Company]
GST Number:	[GSTIN]
PAN Number:	[PAN]
Authorized Signatory:	[Name and Designation]
Date of Submission:	[DD-MMM-2026]

⚠ IMPORTANT INSTRUCTIONS FOR FINANCIAL BID

1. Quote prices in Indian Rupees (INR) EXCLUSIVE of GST. GST shall be quoted separately at the applicable rate.
2. All amounts must be quoted both in figures and in words. In case of discrepancy, the amount in words shall prevail.
3. This envelope (Financial Bid) must be kept SEALED separately from the Technical Bid and submitted inside the outer envelope.
4. The Financial Bid of only those bidders who qualify the Technical Bid evaluation shall be opened.
5. Prices once quoted cannot be revised during the validity period of 180 days.
6. Bid validity: 90 days from the date of opening of the Financial Bid. Contract validity: Commencement date + 5 years AMC.
7. No advance payment will be made. All payments are linked to completion of milestones as per Clause 7.2.

PART 1: ONE-TIME DEVELOPMENT & IMPLEMENTATION COST

Quote the total cost for development, customization, testing, deployment, and go-live of the AI-Driven LMS, broken down by the milestone-linked deliverables as per Scope of Work (Annexure-I).

S.No.	Deliverable / Activity	Unit	Qty	Unit Price (Rs.) excl. GST	Total Amount (Rs.) excl. GST
1.1	Requirements Gathering, SRS Finalization & Project Management	Lump Sum	1		
1.2	Core Functional Modules Development (SoW Ref. 3)	Lump Sum	1		
1.3	AI-Powered Capabilities Integration (SoW Ref. 4 — incl. NLP, Adaptive Learning, Chatbot, Analytics)	Lump Sum	1		
1.4	Teacher Empowerment Tools & Features (SoW Ref. 5)	Lump Sum	1		
1.5	Administrative, Institutional & Reporting Features (SoW Ref. 6)	Lump Sum	1		
1.6	Mobile Application Development (Android & iOS)	Lump Sum	1		
1.7	Cloud Infrastructure Setup & Configuration (MeitY-empaneled CSP)	Lump Sum	1		
1.8	Security Implementation, STQC / Cert-IN Audit & Compliance	Lump Sum	1		
1.9	System Integration (NIOS ERP / ISDMS / Payment Gateway / DigiLocker)	Lump Sum	1		
1.10	Testing (SIT, UAT, Performance Load Testing, Security Testing)	Lump Sum	1		
1.11	Data Migration, Content Upload & Legacy System Integration	Lump Sum	1		
1.12	Training of NIOS Staff (Admin, Teachers, IT Team)	Lump Sum	1		
1.13	User Manuals, Technical Documentation & Source Code Handover	Lump Sum	1		

1.14	Go-Live Support (30 days post deployment)	Lump Sum	1		
Sub-Total Part 1 (A) — Before GST	[Rs. _____]				
GST Amount (____%) on Part 1	[Rs. _____]				
TOTAL Part 1 (incl. GST)	[Rs. _____]				

Amount in Words (Part 1 Total incl. GST): Rs.

PART 2: ANNUAL CLOUD HOSTING & INFRASTRUCTURE COST (YEAR-WISE)

Quote the annual cost of cloud hosting, infrastructure management, bandwidth, storage, and related services for the LMS platform for each year of the 5-year AMC period. Include cloud provider charges, data center costs, CDN, backup, and DR infrastructure.

Note: Hosting cost must be quoted for MeitY-empaneled Cloud Service Provider infrastructure only. All data centers must be located within India.

AMC Year	Period	Cloud Infra Cost (Rs.) excl. GST	Storage / Bandwidth (Rs.) excl. GST	DR / Backup (Rs.) excl. GST	Total Hosting (Rs.) excl. GST	GST (%)
Year 1	(Post Go-Live, 17 Sep 2026 – 16 Sep 2027)					
Year 2	(17 Sep 2027 – 16 Sep 2028)					
Year 3	(17 Sep 2028 – 16 Sep 2029)					
Year 4	(17 Sep 2029 – 16 Sep 2030)					
Year 5	(17 Sep 2030 – 16 Sep 2031)					
5-Year Total Hosting Cost excl. GST (B)	[Rs. _____]					

5-Year Hosting Cost Amount in Words (excl. GST): Rs.

PART 3: ANNUAL MAINTENANCE CONTRACT (AMC) COST (YEAR-WISE, 5 YEARS)

Quote the Annual Maintenance Contract cost (exclusive of hosting) for each year of the 5-year AMC period. AMC must include: bug fixes, security patches, functional enhancements, performance tuning, helpdesk support, SLA-based operations, compliance updates, and training refreshers as required.

Note: AMC charges are quoted per year. NIOS shall have the right to deduct SLA-based penalties directly from AMC payments. Year-wise pricing must be clear and fixed at the time of submission.

S.No.	AMC Service Component	Yr 1 (Rs.) excl. GST	Yr 2 (Rs.) excl. GST	Yr 3 (Rs.) excl. GST	Yr 4 (Rs.) excl. GST	Yr 5 (Rs.) excl. GST
3.1	24x7 Helpdesk & Incident Management (L1/L2/L3 support, SLA-linked)					
3.2	Bug Fixes, Patches & Security Updates (including OS, middleware, application)					
3.3	Functional Enhancements & Feature Updates (minor changes within approved scope)					
3.4	Performance Monitoring, Tuning & Optimization					
3.5	Compliance & Regulatory Updates (DPDPA, MeitY guidelines, Govt. directives)					
3.6	Training Refreshers for NIOS Staff (per year)					
3.7	Monthly SLA Reports, Audit Support & Documentation Updates					
	Annual AMC Sub-Total (each year, excl. GST):	<i>Yr1 Total</i>	<i>Yr2 Total</i>	<i>Yr3 Total</i>	<i>Yr4 Total</i>	<i>Yr5 Total</i>
	GST Amount (___%) per year:					
	Annual AMC Total (incl. GST):					

5-Year AMC Total (excl. GST): Rs. _____ | 5-Year AMC Total (incl. GST): Rs. _____

5-Year AMC Total (incl. GST) in Words: Rs. _____

PART 4: SUMMARY OF TOTAL BID VALUE

This section provides the consolidated total bid value used for L-1 comparison. NIOS shall evaluate bids based on the Total Project Cost (development + 5-year hosting + 5-year AMC).

#	Cost Component	Amount (Rs.) excl. GST	GST Amount (Rs.)	Amount (Rs.) incl. GST
A	One-Time Development & Implementation Cost (Part 1)			
B	5-Year Cloud Hosting & Infrastructure Cost (Part 2)			
C	5-Year Annual Maintenance Contract Cost (Part 3)			
TOTAL	TOTAL BID VALUE (A + B + C)	Rs.	Rs.	Rs.

★ **TOTAL BID VALUE (incl. GST) in FIGURES:**

Rs. _____

★ **TOTAL BID VALUE (incl. GST) in WORDS:**

Rupees

_____ **only**

PART 5: UNIT RATES FOR ADDITIONAL / CHANGE REQUEST WORK

For any additional development work, enhancements, or change requests beyond the defined scope, NIOS may invoke these rates. These rates shall remain valid throughout the contract period.

#	Item	Unit	Unit Rate (Rs.) excl. GST	Applicable GST Rate
1	Functional Module Development (standard)	Per Module		
2	AI/ML Feature Development (new algorithm / model)	Per Feature		
3	UI/UX Design (new page / screen)	Per Screen		
4	API Integration (third-party system)	Per Integration		
5	Additional Training Session (full day, on-site)	Per Day		
6	Report / Dashboard Customization	Per Report		
7	Mobile App Feature Addition	Per Feature		
8	Additional Cloud Storage (per TB per month)	Per TB/Month		
9	Additional User Licenses (if applicable)	Per User/Year		
10	On-site Manpower (Tech Consultant, business hours)	Per Person-Day		

Note: Unit rates quoted above shall be used solely for additional / change request work and will not be used for evaluation of the main bid value.

PART 6: MILESTONE-LINKED PAYMENT SCHEDULE CONFIRMATION

Confirm acceptance of the phased payment schedule as defined in Clause 7.2 of the Tender Document. Payment will be released upon milestone completion verified and formally approved by NIOS.

#	Payment Phase	Condition for Release	% of Dev. Cost	Amount (Rs.) Excl. GST
1	Phase 1 Milestone	Ref. Point 3 of SoW — Core Functional Modules completed (with formal approval)	20%	<i>[To be auto-filled from Part 1 total]</i>
2	Phase 2 Milestone	Ref. Point 4 of SoW — AI-Powered Capabilities completed (with formal approval)	20%	<i>[To be auto-filled from Part 1 total]</i>
3	Phase 3 Milestone	Ref. Points 5 & 6 of SoW — Teacher Empowerment, Admin & Institutional Features completed	20%	<i>[To be auto-filled from Part 1 total]</i>
4	Go-Live	Platform deployed, tested, and fully operational in live environment	30%	<i>[To be auto-filled from Part 1 total]</i>
5	Final Acceptance	After completion of all work per SoW (with formal approval)	10%	<i>[To be auto-filled from Part 1 total]</i>
TOTAL DEVELOPMENT COST (= Part 1 Total):		Rs. _____		

I / We confirm acceptance of the above milestone-based payment schedule. ☐ Yes — I accept all payment terms as stated.

DECLARATION BY BIDDER

We, [Company Name], having carefully read and understood the Tender Document No. NIOS/ACAD/LMS/RFP/2025/001/02/2026 and all its annexures, hereby submit our Financial Bid and declare as follows:

- 1. All prices quoted in this Financial Bid are valid and firm for a period of 180 days from the date of opening of the Financial Bid and shall not be subject to any variation, escalation, or price revision during this validity period.
- 2. The prices quoted are exclusive of GST unless otherwise stated. GST at applicable rates has been separately indicated. All statutory taxes, duties, and levies other than GST are included in the quoted price.
- 3. We confirm that no advance payment is sought and all payments shall be subject to satisfactory completion of respective milestones as per Clause 7.2 of the Tender Document.
- 4. We accept that NIOS reserves the right to deduct SLA-based penalties directly from AMC payments in case of breach of the service levels defined in the Tender Document.
- 5. We have not quoted any costs that would require NIOS to pay for data hosting or processing outside Indian territory. All cloud infrastructure costs quoted are for MeitY-empaneled providers with Indian data centers.
- 6. We understand that the L-1 bidder shall be determined based on the Total Bid Value (Part 4 — incl. GST), and we are prepared to negotiate and finalize the contract within the quoted price.
- 7. We confirm that this Financial Bid envelope has been submitted sealed, separately from the Technical Bid envelope, as required.

Authorized Signatory Signature: _____ Name: _____ Designation: _____ Date: _____	Company Seal & Stamp Company Name: _____ <i>[Affix Company Seal Here]</i> Place: _____
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