

**Request for Proposal  
for  
Engagement of a service provider for Procurement  
& Implementation of Learning Management System  
(LMS)  
for  
Repco Home Finance Limited**

**RFP No: 025**

**RHFL/IT/RFP- /2025-26**

**DT. 26/12/2025**





## **I. ABOUT REPCO HOME FINANCE LTD (RHFL):**

RHFL is a professionally managed housing finance company headquartered in Chennai, Tamil Nadu. The company was incorporated in April 2000 to tap the growth potential in the housing finance market. We had been registered with National Housing Bank. As of now, RHFL is operating through 188 branches and 44 satellite centres in Tamil Nadu, Andhra Pradesh, Telangana, Jharkhand, Kerala, Karnataka, Maharashtra, Madhya Pradesh, Gujarat, Odisha, Rajasthan, West Bengal, and Puducherry. All these branches and Satellite Centres are connected with the Corporate Office through a Core Banking Platform.

## **II. PURPOSE OF RFP**

**Requirement:** Implementation of Learning Management System (LMS) for Repco Home Finance Ltd. (RHFL)

### **2.1. Project Overview**

The project aims to implement a cloud-based LMS for up to 2,000 employees. The platform should support out-of-the-box study modules, assessments, and administrative workflows. It must be scalable, ensuring robust performance and user experience, while focusing on maintainability and flexibility.

### **2.2. Objectives**

- **Streamline Learning:** Improve RHFL's training programs, enabling employees to gain necessary skills.
- **Facilitate Access:** Offer centralized, anytime access to training content.
- **Promote a Learning Culture:** Support continuous learning with easy access to materials.
- **Enable Connectivity:** Ensure stakeholders are connected for professional development.

### **2.3. Functional Requirements Specifications (FRS)**

The LMS must include essential features, with specific functionalities for Capsule Course content, outlined in the detailed FRS.

**Table 1: Functional Requirements Specifications**

Sr. #	Functional Requirements	
<b>1</b>	<b>Learning Management System (LMS)</b>	
	<b>1</b>	<b>General features and compatibility</b>
	<b>1</b>	<b>Scalability:</b> The solution should be scalable to accommodate an increasing number of users over time.
	<b>2</b>	<b>Platform Compatibility:</b> The LMS should be compatible with both <b>Web (PC and Mobile browsers)</b> and have <b>Mobile Apps</b> available for <b>Android and iPhone</b> devices. The mobile application shall support offline learning, enabling users to download content, complete modules, and sync progress when internet connectivity becomes available.
	<b>3</b>	<b>User Concurrency:</b> The system should support a minimum of <b>1,000 concurrent users</b> at all times, with the capability to scale up to <b>2,000 active users</b> upon request.
	<b>4</b>	<b>Progress Tracking:</b> The system should provide the ability to track the <b>learning progress of individual employees</b> along a predefined learning path or plan.
	<b>5</b>	<b>Blended Learning Support:</b> The LMS should be capable of managing a <b>blended learning environment</b> , which includes tracking both <b>online courses</b> and <b>classroom/ILT events</b> .
	<b>6</b>	<b>Event/Notification Management:</b> The LMS should support the configuration of <b>event/course-based notifications</b> and <b>time-based reminders</b> to enhance user engagement.
	<b>7</b>	<b>Search Functionality:</b> The system should include a <b>search engine</b> to efficiently locate courses or content on the platform.
	<b>8</b>	<b>Course Creation:</b> The LMS software administrator should have the ability to create courses by directly <b>Using Word, pdf, ppt and etc - based courses</b> .
	<b>9</b>	<b>Tracking and Rewards:</b> The system should support the tracking of <b>completed e-learning activities</b> and the assignment of corresponding <b>marks/reward points</b> to each course, module, program, or sub-module, as applicable.
	<b>10</b>	<b>Timeline Control on Course Content:</b> Ability to configure content access timelines and validity dates for each course/module
	<b>11</b>	<b>Content Navigation Restriction:</b> The LMS shall restrict fast-forwarding or skipping of video-based learning modules.

		<b>12</b>	<b>Download &amp; Print Restriction:</b> Downloading, printing, copying, or exporting of course materials and assessments must be disabled to ensure data security.
		<b>13</b>	<b>Mandatory Course Enforcement:</b> LMS must support mandatory courses with tracking, escalation alerts, and completion enforcement rules.
		<b>14</b>	<b>Single Sign-On (SSO) Capability:</b> Must integrate with RHFL authentication (e.g., AD/LDAP or API-based SSO).
		<b>15</b>	<b>Question Bank Refurnishing:</b> Support periodic modification of questions and randomization to prevent predictability.
		<b>16</b>	<b>Attempt Monitoring:</b> Enable configuration and reporting of number of attempts permitted for tests and assessments.
	<b>2</b>	<b>Management Information</b>	
		<b>1</b>	<b>Manual User Enrollment:</b> The system should allow <b>manual enrollment of users</b> at the administrator level, with an option to assign a <b>random password</b> as per the administrator's discretion. Additionally, the system should support <b>bulk upload of user data</b> through formats such as <b>Excel, CSV, text files</b> , etc.
		<b>2</b>	<b>Password Change on First Login:</b> Upon <b>first login</b> , the system should prompt users to <b>change their password</b> . The option for this functionality should be configurable by the administrator.
		<b>3</b>	<b>Captcha Authentication:</b> The system should incorporate <b>Captcha authentication</b> on the login page to prevent automated logins. The Captcha should support <b>text, Special Characters and numeric combinations</b> .
		<b>4</b>	<b>Comprehensive Learning Event Management:</b> The LMS should serve as a <b>strategic solution for planning, delivering, and managing all learning events</b> , including both <b>online assessments and instructor-led courses</b> .
		<b>5</b>	<b>User and Role Management:</b> The system should have provisions for <b>managing users, roles, courses, instructors</b> , and should be able to generate detailed <b>reports</b> for each of these categories.
		<b>6</b>	<b>Course Enrollment:</b> The system should support <b>user enrollment into courses</b> both individually and in <b>groups/batches</b> , along with <b>self-enrollment capabilities</b> . Enrollments should be subject to <b>moderated approval</b> by the <b>reporting manager or administrator</b> .
		<b>7</b>	<b>Alerts and Notifications:</b> The LMS should be capable of triggering <b>email alerts and push notifications to users, trainers, and managers</b> regarding important events and activities on the platform.
		<b>8</b>	<b>User Activity Tracking:</b> The system should provide <b>reports to track user activity</b> , such as <b>login activity</b> and interactions with learning modules, to help monitor overall engagement and performance.
	<b>3</b>	<b>Access Control and authorization</b>	
		<b>1</b>	<b>User Management:</b> Enable user suspension and reactivation as needed.

		<b>2</b>	<b>Content Control:</b> Restrict editing and deletion of courses/documents to authorized users without affecting learner progress.
		<b>3</b>	<b>Authentication:</b> Support domain authentication for login.
		<b>4</b>	<p>Identity and Access Management (IAM)</p> <ul style="list-style-type: none"> <li>· <b>Role-Based Access Control (RBAC):</b> Implement roles (Admin, Manager, and Learner) with controlled permissions.</li> <li>· <b>Multi-Factor Authentication (MFA):</b> Use MFA for sensitive functions like admin settings.</li> </ul>
		<b>4</b>	<b>Import/Export Data, Reporting, Data Extraction, Analytics</b>
		<b>1</b>	<b>Comprehensive Learning Progress Reporting:</b> Generate organization-wide and individual learner progress reports.
		<b>2</b>	<b>Filtering and Customization:</b> Filter reports by parameters like date, role, or location.
		<b>3</b>	<b>Report Export:</b> Enable export in multiple formats (Excel, PDF, CSV, etc.).
		<b>4</b>	<b>Learner Self-Tracking:</b> Allow learners to track their progress, including course completion and certifications.
		<b>5</b>	<b>Course &amp; Module Reporting:</b> Track progress at both course and module levels.
		<b>6</b>	<b>Assessment Scores:</b> Capture and report learner assessment scores
		<b>7</b>	<b>Training and Trainer Activity Tracking:</b> Monitor trainer performance and time spent on training events.
		<b>8</b>	<b>Learning Path Tracking:</b> Should support in maintaining tamper-proof audit logs capturing all learner activities (course access, completions, assessments), admin actions, and content updates. These logs should support compliance training audits and legal/regulatory reviews.
		<b>5</b>	<b>Communication - Notifications</b>
		<b>1</b>	<b>Automated Email Notifications:</b> The system should send automatic email notifications for events like course enrolments and assignments, using RHFL's SMTP server.
		<b>2</b>	<b>Manual Email Push:</b> Administrators should have the option to manually trigger email notifications.
		<b>3</b>	<b>Password Reset:</b> Provide a Forgot Password functionality via email.
		<b>4</b>	<b>Webinar Integration:</b> Integrate with webinar tools like CISCO WebEx, MS Teams etc. RHFL will provide the necessary licenses for these webinar tools.

		<b>5</b>	<b>Pop-up Banner for Announcements:</b> Feature a pop-up banner for administrators to broadcast announcements.
	<b>6</b>	<b>Content Management</b>	
		<b>1</b>	<b>Content Editing Flexibility:</b> Allow editing of courses, programs, and topics without affecting learner progress.
		<b>2</b>	<b>SCORM Compliance:</b> Adhere to SCORM 2004 standards.
		<b>3</b>	<b>Support for Other Content Formats:</b> Support xAPI/Tin Can API and be capable of integrating with an internal or vendor-provided Learning Record Store (LRS) for enhanced analytics, microlearning tracking, and competency mapping.
	<b>7</b>	<b>Course Building</b>	
		<b>1</b>	<b>User Dashboard and Gamification:</b> Display learning progress, hours, and a leaderboard to encourage engagement.
		<b>2</b>	<b>Course Categorization:</b> Organize courses into categories for easy navigation and enrollment
		<b>3</b>	<b>File Inclusion in Courses:</b> Support various file types (documents, images, etc.) within courses.
		<b>4</b>	<b>Document Storage:</b> Store read-only documents in formats like PDF and HTML for reference.
		<b>5</b>	<b>Categories and Subcategories:</b> Allow creation of categories and subcategories for content organization.
		<b>6</b>	<b>Multi-format Course Publishing:</b> Support publishing of diverse formats, including SCORM, PDF, assessments, images, and multimedia.
		<b>7</b>	<b>Task Assignment Deadlines:</b> Enable administrators to set deadlines for tasks and learning paths.
		<b>8</b>	<b>Interactive Content Creation with H5P:</b> Support creation of interactive content like quizzes and videos to enhance engagement.
	<b>8</b>	<b>Assessments &amp; Quizzes</b>	
		<b>1</b>	<ul style="list-style-type: none"> <li><b>Global Question Bank:</b> Create and manage a centralized question bank.</li> </ul>
			<ul style="list-style-type: none"> <li><b>Question Randomization:</b> Randomize questions and answers from multiple banks and categories.</li> </ul>
			<ul style="list-style-type: none"> <li><b>Supported Question Types:</b> Include True/False, MCQs, Multiple Responses, Matching, Fill in the Blanks, Short Answer, and Descriptive Questions.</li> </ul>
			<ul style="list-style-type: none"> <li><b>Question Features:</b> Support file uploads (images, audio, etc.), copying from MS Word/Excel, randomization, and bulk uploads in text/CSV/Excel.</li> </ul>
			<ul style="list-style-type: none"> <li><b>Assessment Settings:</b> Configure options for reattempts, training mode, restoration, auto submission, timers, flagging, review mode, feedback screen, and negative marking.</li> </ul>

			<ul style="list-style-type: none"> <li>· <b>Access Control:</b> Restrict quiz/test visibility to assigned learners.</li> <li>· <b>Quiz Time Limit:</b> Set specific time limits for quizzes.</li> <li>· <b>Question Formatting:</b> Support basic text formatting (bold, italics, etc.).</li> <li>· <b>Review &amp; Attempt Limits:</b> Allow learners to review attempted questions and limit the number of attempts for quizzes.</li> <li>· <b>Grade Calculation:</b> Calculate grades based on configurable formulas for different sections or question types.</li> </ul>
9		<b>Administrative Abilities</b>	
		1	<p><b>Role Management</b></p> <p>The Administrator should have full control over the entire application and the ability to assign roles to users.</p> <p>Roles such as <b>Administrator</b> (with limited access), <b>Instructor</b>, <b>Manager</b>, and <b>Learner</b> can be created.</p> <p>These roles can be applied universally across the entire application or limited to specific modules, geographical areas, or organizational structures.</p>
10		<b>Certification</b>	
		1	<p><b>Online Certification Generation:</b> The system should provide the ability to generate online certifications for users upon successful completion of courses or training programs.</p>
11		<b>Document Library</b>	
		1	<ul style="list-style-type: none"> <li>· <b>Role Management:</b> Admin can assign roles (Admin, Instructor, Manager, and Learner) with universal or module-specific access.</li> <li>· <b>Access Rights Management:</b> Admin defines and manages access levels for each role.</li> <li>· <b>User Management:</b> Admin can add, delete, or modify user accounts for individuals or groups.</li> <li>· <b>Course Management:</b> Admin can add, delete, or modify courses and manage their content.</li> <li>· <b>Training Assignment:</b> Admin can assign training as <b>Mandatory</b>, <b>Optional</b>, or <b>Recommended</b> to learners, groups, or the entire organization.</li> </ul>
12		<b>Glossary</b>	
		1	<p><b>Curated Glossary:</b> Ability to create and maintain a glossary of key terms relevant to RHFL and the banking &amp; finance industry.</p>
13		<b>Micro Learning</b>	
		1	<p><b>Micro-Learning Learning Activities:</b> Provide short, engaging learning videos and interactive exercises (e.g., H5P) for bite-sized learning.</p>

	<b>14</b>	<b>Additional Features</b>
	<b>1</b>	Optional Additional Features: Provide details of additional features available at no extra cost, submitted separately from the main proposal.

## 2.4. Technical Requirements Specifications (TRS)

### A. Implementation and Hosting

- **LMS Implementation:** Must follow the Software Requirements Specifications (SRS) prepared by the Service Provider and approved by RHFL.
- **Hosting Responsibility:** The Service Provider will host the LMS with a MeitY-empanelled Cloud Service Provider (CSP).
- **Installation and Integration:** Service Provider responsible for installing, integrating, testing, and commissioning the system on the cloud.
- **Data Center Certifications:** Provide relevant certifications (e.g., Tier, ISO 27001) as part of the proposal.
- **Cloud Platform Specifications:** Specify cloud platform requirements, including capacity for data processing, storage, and bandwidth, ensuring performance during UAT.
- **Backup and Disaster Recovery:** Implement a backup and disaster recovery plan to ensure system availability and data integrity.

### B. Solution Architecture

- **Scalability:** The system must be scalable to accommodate additional users without affecting performance.

### C. Upgrades and Enhancements

- **Proactive Maintenance:** Provide proactive patches for enhancements and issue resolution post-launch.
- **No Extra Cost for Upgrades:** All system upgrades and enhancements must be provided at no extra cost to RHFL.

### D. Solution Security

- **Compliance with Standards:** Follow industry standards and Government of India recommendations for security.
- **Security Testing:** Annual security testing, vulnerability assessments, and penetration testing (VAPT) by the Service Provider, at their cost.
- **Independent Audits:** Conduct regular independent security audits.

#### **E. User Interface and Access**

- **User-Friendly GUI:** The GUI must be interactive, responsive, and compatible with web browsers and mobile apps.

#### **F. Data Backup, Archival, and Restoration**

- **Data Archiving & Restoration:** Support data archiving and restoration, including backup, synchronization, and recovery to a specific point in time (PTR).
- **Automated Backups:** Implement frequent automated backups and a disaster recovery plan to ensure minimal downtime.
- **Business Continuity Plan (BCP):** Define a plan for securing data and services during disruptions.

#### **G. Data Security and Privacy**

- **Compliance with Legal Requirements:** Comply with relevant laws and regulations for data handling and storage, including RBI's Master Direction.
- **Data Security & Privacy Standards:** Adhere to global best practices for data security and privacy, ensuring encryption both in transit (SSL/TLS) and at rest (AES-256).
- **Location & Sovereignty:** All data must be stored within India's geographical boundaries and comply with relevant data residency laws.
- **Regulatory Compliance:** Ongoing compliance with RBI, NHB and etc regulations.
- **ISO Certifications:** Ensure compliance with ISO 27001/27018 for cloud security and privacy.

#### **H. Cloud Security Architecture**

- **Network Security:** Ensure robust network-level security and access controls.
- **Multi-layered Security:** Apply security at network, application, and data layers to prevent unauthorized access.
- **Data Isolation:** Ensure strict data isolation in a multi-tenant cloud environment.
- **Regulatory Compliance:** Ensure compliance with RBI's Master Direction and data protection laws.
- **Cloud Transition Security:** Ensure secure data removal and transition as per regulatory requirements.
- **Subcontracting Restrictions:** Define subcontracting limitations for critical processes or data handling by the Cloud Service Provider (CSP).

### **2.5. SCOPE OF WORK**

The Service Provider will deliver the following services, ensuring high-quality, and timely execution. RHFL will closely monitor all project phases.

### **2.5.1. Procurement and Implementation of LMS Platform**

The project will be executed in the following phases:

- **Implementation:** Design and deployment of the LMS.
- **Hosting:** Setup of necessary infrastructure.
- **Go-live:** Initial platform launch.
- **Stabilization:** Ensuring system stability post-launch.
- **O&M (Operation & Maintenance):** Ongoing support and maintenance for 3 years after stabilization, extendable based on contract terms.

### **2.5.2. Phases of the Project**

The phase-wise detailed scope of work is as following:

#### **Phase I: Design, Development, Implementation, and Go-live**

A **Single Point of Contact (SPOC)** will be assigned by the Service Provider to ensure seamless coordination and timely issue resolution throughout the project.

##### **I. SPOC Assignment**

- The SPOC will be the primary liaison between the Service Provider and RHFL, available both remotely and on-site as required for effective communication and issue resolution.

##### **II. Requirement Study and SRS Preparation**

- **Requirement Study:** Conduct a comprehensive study to understand RHFL's requirements.
- **SRS Preparation:** Based on the study, the Service Provider will prepare a System Requirement Specification (SRS), which must be approved by RHFL before proceeding.

##### **III. Design & Implementation**

- **Design & Development:** Design and develop the LMS platform based on the approved plan, ensuring scalability, security, and integration with RHFL's infrastructure.
- **Customization:** Customize the LMS to fit RHFL's specific needs, including roles, workflows, and branding.

##### **IV. Testing (User Acceptance Testing - UAT)**

- **Pre-UAT Training:** Provide detailed training for RHFL officials before UAT.
- **Joint UAT Execution:** Execute UAT with RHFL with sample data for testing content creation, enrollment workflows, assessments, and reporting. Migration tools/scripts must

be provided to import legacy content and historical learning records, to verify system functionality.

- **Issue Resolution & Re-testing:** Resolve identified issues and re-test the system to ensure compliance with requirements.
- **Cost Responsibility:** All Unit-testing and rectification costs will be borne by the Service Provider.

## **V. Training**

- **Training for RHFL Officials:** Conduct LMS training for RHFL's stakeholders.
- **Training Schedule:** Conduct training before Go-live and for major system updates.
- **Training Delivery:** Provide in-person or virtual training, as per RHFL's preference.

## **VI. Hosting, Deployment & Go-live**

- **Hosting:** The LMS will be hosted on a MeitY empanelled cloud platform, meeting all security and performance requirements.
- **Security & Compliance Testing:** Conduct security testing to ensure compliance with regulations.
- **Deployment:** Deploy the system after successful UAT and security testing.
- **Go-live:** Launch the LMS after RHFL approval, with post-Go-live monitoring to address any immediate issues.

## **VII. Post-Go-live Support and Stabilization**

- **Stabilization Period:** Ensure the system operates smoothly after Go-live, addressing technical issues promptly.
- **Monitoring & Issue Resolution:** Continuous monitoring and resolution of any reported issues.
- **Feedback Integration:** Incorporate user feedback to refine the platform.
- **Centralized Logging & Monitoring:** Implement logging for security events and use monitoring tools for platform health and security.

## **VIII. Exit Strategy**

- **Termination Right:** RHFL may terminate the agreement after the O&M phase with written notice, following agreed terms.
- **Possible Termination Scenarios:** Termination may occur due to failure to meet service levels, non-compliance with regulations, or security concerns.
- **Exit and Transition Support:** In case of termination, the Service Provider will support the transition, including the secure handover of data.
- **Post-Termination Obligations:** The Service Provider may need to provide support for a smooth transition to another vendor.

## Phase – II: O&M (Operation & Maintenance)

After Go-live clearance, the solution will enter the **O&M phase**, lasting for 3 years.

### I. General Requirements

- **Support:** The Service Provider is responsible for ongoing maintenance, technical assistance, failure management, bug fixes, and ensuring the LMS operates smoothly during the O&M phase.
- **POC:** A trained project manager will be assigned as the support Point of Contact (POC) to ensure effective operation and timely issue resolution.
- **Issue Handling:** The Service Provider will resolve issues faced by RHFL, including:
  - **Bug Fixing:** Address critical bugs reported during the contract.
  - **Ticketing System:** Use a system-specific ticketing tool to manage issues. Tickets should be addressed and resolved within the SLAs.
  - **Upgrades & Enhancements:** Regular updates, security patches, and any necessary improvements.
  - **Monitoring:** Ongoing monitoring of the LMS platform, including hardware, software, and backup processes.

### II. Change Requests and Modifications

- The Service Provider will ensure that any proposed modifications are justified by business value to avoid unnecessary costs, with RHFL evaluating their cost-effectiveness. Before submitting formal Change Requests (CRs), the Service Provider should proactively suggest cost-effective solutions. Any changes, including the scope and associated costs, will be mutually agreed upon by both the bidder and RHFL, with an understanding of the required Man-days for implementation.

### III. Verification of Changes

- All changes, whether minor or major, will be verified and tested by RHFL to ensure they meet required specifications before deployment on the production.

#### 2.5.3. Training and Capacity Building

- **Training Plan:** A detailed training plan will be provided, including in-person or virtual sessions based on RHFL's needs.
- **Training Delivery:**
  - One-time training with additional sessions for major updates.
  - RHFL will provide the infrastructure for in-person sessions (e.g., space, projector).

- **Materials:** The Service Provider will provide training handouts and user manuals in English.

#### **2.5.4. Project Management**

- **Coordination:** The Service Provider will coordinate with RHFL's assigned SPOC and ensure the timely delivery of services and deliverables.
- **Issue Resolution:** Address daily issues related to the LMS promptly.
- **Risk Monitoring:** Proactively monitor and address any project risks or delays.

#### **2.5.5. Miscellaneous**

- **Availability for Meetings:** The Service Provider will be available for discussions or review meetings, both in-person or via video conferencing (VC).
- **Travel and Accommodation:** For in-person meetings at RHFL, the Service Provider will bear the cost of travel and accommodation.

### **3. PARTICIPATION METHODOLOGY:**

Interested vendors must thoroughly review the entire RFP document before submitting their proposals to ensure no chances of elimination. The process for evaluation and subsequent selection of the successful vendor will be entirely at RHFL's discretion. Vendors wishing to take up the project are invited to submit both **technical** and **commercial proposals** in response to this RFP.

### **4. ELIGIBILITY & TECHNICAL CRITERIA**

The following eligibility criterion shall be met by the bidders:

**Table 2: Eligibility & Technical Criteria**

<b>S No</b>	<b>Parameter</b>	<b>Criteria</b>	<b>Documents to be Submitted</b>
1.	Legal Entity	<p>Bidder shall be either</p> <p>a. A company incorporated in India under the Companies Act, 1956 or 2013 and subsequent amendments thereto</p> <p>OR</p> <p>b. An LLP firm registered under Limited Liability Partnership Act, 2008</p> <p>OR</p>	<p>Certificate of Incorporation signed by authorized signatory</p>

		c. Partnership firms registered under Indian Partnership Act, 1932	
2.	Tax Registration	Bidder shall be registered with the GST Authorities in India with active status	GST registration certificates signed by authorized signatory
3.	Common Partners / Subsidiaries	The bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters / management or partnership firms / LLPs having common partners has not participated in the bid process.	Letter of confirmation from bidder
4	Acceptance of Requirements in RFP	The bidder should provide the confirmation of requirements mentioned in <b>Table 1: Functional Requirement Specifications</b> with remarks should be clearly mentioned with 1. Available, 2. Not available, 3. Feasible for each line item.	Letter of acceptance from bidder
5	Coverage of all features mentioned in RFP	The bidder to provide an undertaking on his letter head that all the technical features highlighted as part of RFP Scope are covered in totality in the proposal submitted by the bidder.	Letter of confirmation from bidder
6	Vulnerability undertaking	As per the RBI circular, it is mandatory for the bidder to provide a certificate or written confirmation on their letterhead. This document must state that the application is free from known vulnerabilities, malware, and covert channels in the code. Additionally, such certification is required for any major changes made to the software.	Letter of Confirmation from successful Bidder
7	Turnover	Bidder must have registered a Turnover of INR 5 crores or above (from Indian Operations only) from the business of delivery & implementing Learning Management System (LMS) and e-learning content development in each year during the last three completed financial years.	Certificate by a Chartered Accountant (CA)

8	Positive Net worth	Bidder should have positive net worth in last three (3) Financial Years.	Audited balance sheets, P&L statements and CA certificate.
9	Experience In BFSI	Bidder shall have been in the business of delivery & implementing Learning Management System (LMS) and content development services in at least three Banking & Financial Institutions.	Work Order with Completion or Phase Completion Certificates from the client
10	Certification	Possession of SEI-CMMI certification and ISO 27001:2013 certification is preferred.	Copy of valid certificate(s)
11	Blacklisting	The Bidder should not have been blacklisted by any institution for a minimum period of 5 years preceding from the date of submission of the bid. Bidder must certify to that effect. Any Bidder who has been blacklisted and has appealed against the blacklisting and is awaiting a final verdict will be considered ineligible to participate in this process	Undertaking on bidder 's letterhead signed by bidder's authorized signatory

##### **5. METHOD OF SUBMISSION:**

A large size cover containing the following Technical and Commercial details should be submitted to Chief Operating Officer in Corporate Office. In case of any clarification, email to [admin@repcohome.com](mailto:admin@repcohome.com).

1. Technical details clearly describing the company profile, past work history with client list, proof of eligibility criterion no. VI should be submitted in a sealed envelope super scribbling the envelope with **“Technical Proposal for Implementation of Learning Management System (LMS)”**.
2. The Commercial Proposal should be submitted in another sealed envelope super scribbling the envelope with **“Commercial Proposal for Implementation of Learning Management System (LMS)”** and the format of Bill of Material (BOM) should be in the format of Annexure 1.

Both the sealed envelopes should be submitted to the following address in a large size sealed envelope super scribbling with **“Proposal for Implementation of Learning Management System (LMS)” on or before 12-01-2026, 05:00 pm by Speed Post/Courier.**

**The Chief Operating Officer,  
 Repco Home Finance Ltd.,  
 III Floor, Alexander Square,  
 #2, Sardar Patel Road, Guindy,  
 Chennai – 600 032.**

After the closing date, the envelope containing the Technical proposal will be unsealed first by RHFL's Technical / Purchase Committee. The envelope containing the Commercial proposal will be unsealed only if the Technical proposal submitted by the vendor consists of the specification details as mentioned in Table 1 "Functional Requirements Specification (FRS)" and also the submission of necessary documentary proof for the details mentioned in Table 2 "Eligibility and Technical Criteria".

If the cover does not contain Technical and commercial proposals in separate sealed envelopes, then the same will not be considered by our Technical / Purchase Committee and the cover will be returned back to the vendor.

**3. Selection of Vendor:**

**a. Preliminary Scrutiny:**

- ❖ The Company will scrutinise the technical proposals received to determine whether they are complete in all aspects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.
- ❖ Prior to detailed evaluation, the Company will determine the substantial responsiveness of each proposal to RFP. Substantial responsiveness means that the proposal conforms to all terms and conditions, scope of work/Requirements and proposal is submitted without any deviations.
- ❖ Proposals will be rejected if only one (i.e. Technical proposal or Commercial proposal) is received.

**b. Clarification of offers:**

- ❖ During the process of scrutiny, evaluation and comparison of offers, the Company may, at its discretion, seek clarifications from all the vendors /any of the vendors on the offer made by them. The vendor has to respond to the company and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the vendor's response will necessarily be in writing and it should be submitted within the time frame stipulated by the Company.
- ❖ The Company may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Company's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the vendors and the Company reserves the right for such waivers.

**c. Evaluation:**

- ❖ After the closing date, the Company will evaluate the proposal submitted by the vendors under this RFP. The proposal will be evaluated by a Committee of officers of RFHL. If

warranted, the company may engage the services of external consultant for evaluation of the proposal. It is Company's discretion to decide at the relevant point of time.

- ❖ The envelope containing the Technical proposal will be unsealed first by RHFL's Purchase Committee. The envelope containing the Commercial proposal will be unsealed only if the submission of necessary documentary proof for the details mentioned in "Eligibility & Technical Criteria" are available.
- ❖ If the cover does not contain Technical and commercial proposals in separate sealed envelopes, then the same will not be considered by our Purchase Committee.
- ❖ The offer in commercial proposal must be made in Indian Rupees only.
- ❖ The commercial should contain percentage of applicable tax explicitly.
- ❖ The Price Validity should be at-least for a minimum period of 90 days from the date of Bid closing.

**d. Award of Work:**

- ❖ On completion of evaluation process of Indicative Technical & Commercial proposals, purchase order will be issued to the vendor, who is technically competent and commercially viable, post negotiation, if required.
- ❖ The work order shall be awarded and the order shall be placed on selected vendor, who is technically competent and commercially viable. Company may release the order either in Full or in part or place more than one order towards the contract based on project plan.
- ❖ The selected vendor shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected vendors shall be the date of acceptance of the order by the vendor.
- ❖ Company reserves its right to consider at its sole discretion the late acceptance of the order by selected vendor.
- ❖ The shortlisted vendor/s will be required to customize the services as per requirement of the Company at the rates not higher than the agreed rate finalized under this RFP.
- ❖ The Company shall be under no obligation to accept the lowest or any other offer received in response to this tender and shall be entitled to reject any or all offers without assigning any reason whatsoever. Further, the company can scrap the project at any time without assigning any reason whatsoever. Canvassing in any form will lead to disqualification.

**4. GENERAL CONDITIONS:**

- ❖ This RFP is not an offer by RHFL, but an invitation to receive responses from the eligible vendors. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of RHFL with the selected vendor.
- ❖ The purpose of this RFP is to provide the vendor(s) with information to assist preparation of their technical / commercial proposals. RHFL may in its absolute discretion update, amend or supplement the information in this RFP.

- ❖ RHFL, its employees and advisers make no representation or warranty and shall have no liability to any person, including any applicant or vendor under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this process.
- ❖ RHFL, also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any vendor upon the statements contained in this RFP.
- ❖ The issue of this RFP does not imply that RHFL is bound to select a vendor or to appoint the selected vendor for the Purchase process and RHFL reserves the right to reject all or any of the vendors or proposals without assigning any reason whatsoever.
- ❖ Failure to furnish any or all information required by the document or to submit a proposal not substantially responsive to the RFP in all respect will be at the vendor's risk and may result in rejection of the proposal.

## **5. RESOLUTION OF DISPUTES**

All disputes and differences of any kind whatsoever, arising out of or in connection with this offer or in the discharge of any obligation arising under this offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration shall be Chennai, INDIA.

## **6. LEGAL DISPUTES AND JURISDICTION OF THE COURT:**

The Company Clarifies that the Company shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain vendor/prospective vendor from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Company may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

All disputes and controversies between RFHL and vendor shall be subject to the exclusive jurisdiction of the courts in Chennai and the parties agree to submit themselves to the jurisdiction of such court as this RFP/contract agreement shall be governed by the laws of India.

**7. DISCLAIMER:**

RHFL reserves the right not to consider the proposals submitted by any vendor without assigning any reason whatsoever. Bringing any outside influence will lead to disqualification.

**8. GRIEVANCE MECHANISM:**

Any Vendor participating in this process but aggrieved by the decision of the Company may submit his/her representation in writing (within 10 days of completion of the process) to:

**The Chief Operating Officer,  
REPCO HOME FINANCE LTD,  
Third Floor, Alexander Square,  
New No: 2, Sardar Patel Road, Guindy,  
Chennai - 600 032.**