

Public Health Foundation of India (PHFI)

OPEN TENDER

Tender No: PHFI/GFATM Project/01/2026

Request for Proposal (RFP)

**Selection of Agency for
“Development of Training Modules, Maintenance of LMIS and
Administrative Support for LMIS”
15th May 2026**

Call for RFP Opening: 15th May 2026 by 17:00 Hrs IST
Cut-Off Date for Downloading RFP: 25th May 2026 by 17:00 Hrs IST
Last Date of Submission of Bid: 05th June 2026 by 17:00 Hrs IST

Public Health Foundation of India (PHFI)
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1. Introduction

1.1 Purpose of Request for Proposal (RFP)

The Public Health Foundation of India (PHFI), established in 2006, is a leading public health organisation that aims to meet India's critical need for skilled public health professionals and strengthen the country's health infrastructure. Founded as a public-private partnership, PHFI unites government, academia, and private sector entities to develop solutions to India's public health challenges.

Mission and Vision

PHFI's mission is to reinforce the public health system and cultivate a well-trained cadre of public health professionals in India. Its vision is to achieve improved health outcomes by enhancing public health capacity, advancing research, shaping policies, and promoting health equity across the nation.

Core Focus Areas

- **Capacity Building and Training:** PHFI is dedicated to training and educating public health professionals through postgraduate programs, diploma courses, and certificates, specialising in epidemiology, health economics, and biostatistics.
- **Health Systems Research:** Conducting extensive research to strengthen health systems, PHFI addresses areas like disease control, maternal and child health, non-communicable diseases, infectious diseases, and environmental health.
- **Public Health Practice:** PHFI implements initiatives that enhance healthcare equity, quality and access through technical support to national programs, state health governments, civil society and communities across India.

This Request for Proposal (RFP) aims to invite qualified Vendors/Agencies/Organizations/Institutions to submit competitive bids for the hiring/engagement of eligible agency for design, development, maintenance, and administration support of Learning Management Information System (LMIS), along with development of training modules for NACP-V capacity building initiatives. This hiring/engagement is intended to support the 2024-2027 Global Fund to Fight AIDS, Tuberculosis and Malaria (GFATM) project, implemented by the National AIDS Control Organization (NACO) through the Public Health Foundation of India (PHFI). The key objectives of this assignment are - to develop standardized, high-quality training modules for NACP cadres; - to strengthen and maintain the Learning Management Information System (LMIS); - to ensure seamless administration and utilization of LMIS; - to support digital capacity building aligned with NACP-V priorities.

This Request for Proposals (RFP) must be in the Format mentioned in this RFP. Vendors/Agencies/Organizations/Institutions must submit a detailed Proposal indicating Deliverables, Timelines and Budget. The Proposal submitted by Vendors/Agencies/Organizations/Institutions will be reviewed by the "RFP Evaluation Committee" formed for this purpose by PHFI.

1.2 Background of the Project

The Global Fund to Fight AIDS, Tuberculosis and Malaria (GFATM) is a prominent international financing organization dedicated to combatting and eradicating the epidemics of HIV/AIDS, TB, and Malaria. The 2024-2027 GFATM-supported project, implemented by the National AIDS Control Organization (NACO) in collaboration with the Public Health Foundation of India (PHFI), is focused on advancing the national response to HIV/AIDS in India. This project aims to address critical public health challenges by strengthening prevention, treatment, and care services and enhancing the capacity of healthcare systems to effectively manage HIV/AIDS across various populations and regions.

1.3 Key Dates / Schedule of RFP Processing

Schedule of RFP Processing (Key Dates)

RFP Inviting Authority		Public Health Foundation of India (PHFI) Property No. Khasra No 293,294,295 Saidulajab Village, House# 60, 4 th Floor, Lane 2, Part of Saidulajab Extension, Near Saket Metro Station Gate No. 2, New Delhi – 110030	
Sl.	Description	Date	Time
1	RFP release on PHFI website AND In Newspapers (Local Hindi & English)	15 th May 2026 (Friday) 16 th May 2026 (Saturday)	By 17:00 Hrs IST Morning edition
2	The last date for receiving Queries, if any, from Vendors/ Agencies/ Organizations/ Institutions.	22 nd May 2026 (Friday)	By 17:00 Hrs IST (Queries to be sent on PHFI's tender email id only)
3	Last date for submission of Proposal. <i>(This is an absolute deadline, the Proposal/s received after this date and time will be Disqualified).</i>	05 th June 2026 (Friday)	By 17:00 Hrs IST (Through PHFI tender email id)
4	Opening of Tender Box and Technical Bids <i>(Authorized representatives of Vendors/ Agencies/ Organizations/ Institutions may be present during the opening of Tender Box).</i>	08 th June 2026 (Monday)	At 11:00 Hrs IST (At PHFI Saket office)
5	Intimation to the Vendors/ Agencies/ Organizations/ Institutions who qualify for the Technical Bids.	09 th June 2026 (Tuesday)	By 17:00 Hrs IST
6	Interview of the Technically qualifying Vendors/ Agencies/ Organizations/ Institutions.	10 th June 2026 (Wednesday)	At 11:00 Hrs IST
7	Opening of Financial Bids <i>(Authorized representatives of Vendors/ Agencies/ Organizations/ Institutions may be present during the opening of Financial Bids).</i>	11 th June 2026 (Thursday)	By 15:00 Hrs IST
8	Final Discussion with the short-listed Vendor/ Agencies/ Organizations/ Institutions.	11 th June 2026 (Thursday)	At 11:00 Hrs IST
9	Issue of Letter of Purchase Order/ Work Order/ Intent/ Award/ Agreement	As per the decision of PHFI Management	--

2. Qualification / Eligibility Criteria

To be considered for this agency hiring/engagement, Vendors/Agencies/Organizations/ Institutions must meet the following eligibility requirements:

1. Legal Entity Status:

The Vendors/ Agencies/ Organizations/ Institutions must be a legally registered entity with a valid business license in India. Documentation Required - Copy of registration certificate, business license, and any relevant incorporation documents.

2. Financial Stability:

The Vendors/ Agencies/ Organizations/ Institutions must demonstrate financial stability, with a positive net worth of 6 crore and sufficient financial resources to fulfill the requirements mentioned in the RFP. Documentation Required - Audited financial statements for the past three fiscal years or a bank statement/certificate of solvency from a reputable bank.

3. Relevant Experience:

The Vendors/ Agencies/ Organizations/ Institutions must have a minimum of 3 years, of experience in LMS/LMIS development and/or public health training modules to government organizations, NGOs, or similar institutions. Documentation Required - Client references, past project summaries, and copies of contracts or purchase orders with similar organizations.

4. Technical Expertise

The Vendors/ Agencies/ Organizations/ Institutions must demonstrate technical expertise in development of Training Modules (Manual + Digital); Facilitator Guides & Presentations; LMIS Strengthening & Deployment; LMIS Maintenance & Support; User Manuals & SOPs; Reports & Dashboards and related tasks as specified in the Scope of Work. Documentation Required - Proof of certifications (if applicable), details of the technical support team, and description of service capabilities.

5. Quality and Standards Compliance:

The Vendors/ Agencies/ Organizations/ Institutions must offer services that comply with national/international quality standards. Documentation Required - Certification of compliance with ISO or other relevant standards (if applicable) and product quality certificates.

6. Service Provider Authorization (if sub-agency engagement)

If the Vendors/ Agencies/ Organizations/ Institutions are not directly involved in provision of the required services and are engaging a sub-agency for provision of the required services, they must provide a valid authorization letter from the sub-agency, certifying that they are an authorized service provider. Documentation Required – Service Provider’s authorization letter or certificate.

7. Compliance with Ethical Standards

Vendors/ Agencies/ Organizations/ Institutions must comply with ethical standards and policies related to labour laws, environmental practices, and anti-corruption guidelines. Documentation Required - A signed statement of compliance with ethical standards, labour laws, and anti-corruption policies.

8. Litigation History

The Vendors/ Agencies/ Organizations/ Institutions should not have any recent history of significant legal disputes or litigation that could affect their ability to fulfill the contract. Documentation Required - Self-declaration statement or litigation history for the past 5 years.

9. Additional Information:

Sl.	Qualification Criteria	Proof Required
1	I. Name and address of the Vendors/ Agencies/ Organizations/ Institutions II. Year of Establishment	Relevant Documentation
2	The Vendors/ Agencies/ Organizations/ Institutions should have a valid PAN and GST Registration in India	Copy of PAN card and GST Registration(
3	The Vendors/ Agencies/ Organizations/ Institutions should have a minimum average annual turnover of Rs 2,00,00,000 (Rupees Two Crores Only) from assignments made during the last three fiscal years	Copy of Audited Profit and Loss Statement and Balance Sheet of last three years
4	The Vendors/ Agencies/ Organizations/ Institutions should have a previous experience of minimum 03 Years, with time and delivery commitment.	Necessary documents as evidence.
5	The Vendors/ Agencies/ Organizations/ Institutions should not have been blacklisted by Central/State Government departments/Undertakings	No conviction certificate duly signed by the Authorized Signatory of the organization.
6.	Previous experience of work with PHFI*	<ol style="list-style-type: none">1. Name of the Project & Department of PHFI sponsoring the RFP (Tender No & Date)2. Reference & Date of Service Agreement3. Date of Commencement & Date of Completion (Whether completed as per Timeline)4. Value of the Project5. Any comments on the conduct of the Project

* Any Agency which does not have a previous working experience with PHFI shall also be eligible for the Tender Process.

3. Terms of References (ToR)/Scope of Work (SoW)

Assignments

During the assignment, the Vendors/ Agencies/ Organizations/ Institutions would be responsible for the completion of the task as per the detailed Scope of Work (Sow),

Annexure-1

Project Title: Development of Training Modules, Pilot of 1 training module, Maintenance of LMIS and Administrative Support for LMIS

Duration: As per terms of deliverable

State: New Delhi, India

Terms and Conditions

- a) Interested Vendors/ Agencies/ Organizations/ Institutions are required to submit the Proposal on or before the due date (10th May 2026) at the close of business hours by 17:00 Hrs IST.
- b) The Proposal should be complete with all the enclosures duly signed by the Authorized Signatory.
- c) All the information/details to be supported by valid documents duly certified by the Authorized Signatory.
- d) All judicial matters to be dealt with in New Delhi.

4. Implementation Schedule / Timelines

Phase	Key Activities	Deliverables	Duration
Phase 1: Inception & Planning	<ul style="list-style-type: none">▪ Kick-off meeting with Public Health Foundation of India (PHFI) and National AIDS Control Organisation (NACO)▪ Requirement gathering and stakeholder consultations▪ Review of existing LMIS and training materials▪ Submission of Inception Report	<ul style="list-style-type: none">▪ Inception Report▪ Detailed Work Plan▪ Finalized Module Framework	<ul style="list-style-type: none">▪ Weeks 1–2
Phase 2: Development of Modules & LMIS Strengthening	<ul style="list-style-type: none">▪ Development of training modules (manuals, PPTs, e-learning)▪ Design and development of digital content▪ Pilot of training modules▪ LMIS enhancement and configuration▪ Internal quality assurance and review	<ul style="list-style-type: none">▪ Draft Training Modules▪ Prototype E-learning Modules▪ Updated LMIS (Beta Version)▪ Pilot testing of Training Module	<ul style="list-style-type: none">▪ Weeks 3–8
Phase 3: Integration, Testing & Deployment	<ul style="list-style-type: none">▪ Integration of modules into LMIS▪ System testing and debugging▪ User acceptance testing (UAT)▪ Incorporation of feedback from PHFI/NACO	<ul style="list-style-type: none">▪ Final Training Modules▪ Functional LMIS with integrated modules	<ul style="list-style-type: none">▪ Weeks 9–10
Phase 4: Training, Handover & Reporting	<ul style="list-style-type: none">▪ Orientation and training of users/administrators▪ Preparation of user manuals and SOPs▪ Final reporting and documentation▪ Project closure and handover	<ul style="list-style-type: none">▪ Training Completion Report▪ User Manuals & SOPs▪ Final Project Report	<ul style="list-style-type: none">▪ Weeks 11–12

5. Payment Schedule

The Payment schedule is given below:

Sl.	Key Milestone	Deliverables	Payment (as a % of the total Professional Fee)
1	Inception & Planning Phase Completion	<ul style="list-style-type: none">▪ Submission and approval of Inception Report▪ Detailed Work Plan	20%

		<ul style="list-style-type: none"> ▪ Final Module Framework 	
2	Development & System Strengthening Completion	<ul style="list-style-type: none"> ▪ Draft Training Modules (Manuals, PPTs, E-learning) ▪ LMIS Beta Version - Mid-term Progress Report 	50%
3	Final Delivery, Deployment & Handover	<ul style="list-style-type: none"> ▪ Final Approved Modules ▪ Fully Functional LMIS ▪ User Manuals & SOPs ▪ Training Completion ▪ Report of Pilot testing & ▪ Final Report 	30%

**All payments shall be processed within (20) twenty working days after submission of original Invoices.

** Payment for AMC support shall be paid on an actual basis.

6. Guidelines for Submitting Proposal

7.1 Preparing the Technical Proposal

Vendors/ Agencies/ Organizations/ Institutions interested in the provision of services for the specified assignments are required to submit two separate proposals:

1. Technical Proposal
2. Financial Proposal

Each proposal serves a distinct purpose and should be prepared in line with the instructions provided below to ensure a clear, professional, and complete submission.

6.1.1. Technical Proposal Submission Format

The Proposal should follow the format given below (but not necessarily limited to the following) and should be in English and formatted on standard A4 paper with single space, 12-point font Times New Roman and each page numbered consecutively. The proposal should capture the following information, with a maximum of 20 pages including references (CVs could be enclosed as annexure and will not be considered as part of 20-page write-ups):

- a) **Technical Proposal**: Should have creative approach/ concept note in support of the proposed website designing and hosting.
- b) **Proposed Team Structure**: Clear definition of roles and responsibilities for each personnel has to be stated. Qualifications and work experience of agency and its personnel, needs to be clearly articulated.
- c) Proposed Project Team Members with curriculum vitae of the senior professional members.
- d) Details of the consortia, if any, with defined roles and responsibilities of each personnel involved in the website development.

6.1.2. Vendors/ Agencies/ Organizations/ Institutions profile

The Technical Proposal should demonstrate the capacity, experience, and approach of the Vendors/ Agencies/ Organizations/ Institutions to fulfilling the requirements as outlined in the RFP. This document must not include any pricing information. Instead, it should focus solely on the qualifications, methodology, and action plans.

1. Name and address of the Vendors/ Agencies/ Organizations/ Institutions.
2. Year of Establishment.
3. Legal status of the Vendors/ Agencies/ Organizations/ Institutions – Whether Vendors/ Agencies/ Organizations/ Institutions is registered under the Societies Registration Act or is an autonomous body or a Limited Company or Partnership Firm, etc. and details there of (e.g. – name(s) of Partners, Managing Directors, Chief Executive Officers, key Authorized Persons)
4. Principal nature of activities undertaken.
5. Organizational structure and names of personnel, their titles, and *curriculum vitae* including nature of appointment and duration with the Organization of the key personnel proposed to be involved in the study, roles and responsibilities of the persons to be engaged for study, where they propose to undertake the work. Please mention each key person's specific role and time allocation for undertaking activities in study.
6. Details of manpower as prescribed above.
7. Communication details of the Vendors/ Agencies/ Organizations/ Institutions: mailing address, telephone and fax numbers, email address, etc.
8. Signed consent of the Vendors/ Agencies/ Organizations/ Institutions head and the identified Project Coordinator (State Level) to sign a MoU and agree to abide the Terms & Conditions set out in the Project of conducting the study/survey.

6.1.3. Financial Status of the Organization

- a. Total revenue and expenditure of the Organization for the past three fiscal years.
- b. Copies of the certified Audited Annual Accounts of past three years in support of the Financial Status.

6.1.4. Income Tax Details

Whether the Vendors/ Agencies/ Organizations/ Institutions are exempted from Income Tax? If yes, please furnish the exemption certificate number and date up to which exempted. A copy of exemption certificate is to be attached.

If no, furnish PAN/TAN/GST number, the copy of the latest Income Tax returns and assessment order.

7.2 Preparing the Financial Proposal

- a. The Financial Quotes should cover the following:
 - (i) Entire cost for the provision of services with the activities defined.
 - (ii) Personnel to be involved including number, their time commitment, unit cost, and overall personnel costs;
 - (iii) Travel costs, if envisaged, including number of local and outstation trips, unit costs for travel, per diem, etc., and overall costs of travel;
 - (iv) Material costs including stationery and printing materials;
 - (v) Communication costs;
 - (vi) Equipment costs, if any
 - (vii) Other institutional overheads

* Please note institutional overheads must be mentioned with break-ups including cost of rent for space, utilities, etc.

- b. Filled GST Declaration form (attached as Annexure-1 to this RFP)
- c. The total cost quoted should be inclusive of all taxes.
- d. The Financial Proposal will be evaluated only if an Agency qualifies based on the assessment of the Technical Proposal.

The Financial Proposal should provide a clear and detailed breakdown of costs associated. It should be submitted separately from the Technical Proposal to ensure transparency and facilitate evaluation.

Sl.	Item Description	Quantity	Unit Price in INR	Total Price in INR	Remarks
01	Development of Training Modules	Qty	Unit Price	Unit Price	Remarks
02	LMIS Strengthening & Development	Qty	Unit Price	Unit Price	Remarks
03	LMIS Maintenance & Technical Support	Qty	Unit Price	Unit Price	Remarks
04	LMIS Administration Support	Qty	Unit Price	Unit Price	Remarks
05	Capacity Building & Training Support	Qty	Unit Price	Unit Price	Remarks
06	Human Resources Cost	Qty	Unit Price	Unit Price	Remarks
07	Travel & Logistics	Qty	Unit Price	Unit Price	Remarks
08	Equipment/Software/License Cost	Qty	Unit Price	Unit Price	Remarks
09	Communication & Operational Cost	Qty	Unit Price	Unit Price	Remarks
10	Institutional Overheads	Qty	Unit Price	Unit Price	Remarks
11	Other (Specify)	Qty	Unit Price	Unit Price	Remarks
12	GST (if applicable)				

7.3 Submission of Bids

- a. The Bidder shall submit a sealed cover consisting of these two sealed envelopes with a clear label for each:
 - i. Technical Proposal, super scribing on the right-hand side top of the cover as Technical Bid (2 copies).
 - ii. Financial Proposal super scribing on the right-hand side top of the cover as Financial Bid (2 copies).

- b. All the pages of the Financial Proposal shall be duly signed by the Authorized Signatory of the Bidder before submission. Corrections, if any shall be counter signed.

7.4 General Instructions and Terms and Conditions

- a. The Proposal along with all the correspondence and documents exchanged by the Vendors/ Agencies/ Organizations/ Institutions and PHFI shall be written in English language.
- b. Amendments to the Tender: Tender Committee at PHFI reserves every right to amend any of the Tender conditions or a part thereof, before the last date for the receipt of the Tender, if necessary. Amendments, if any, would be put on the website. The decision of extending the due date and time for the submission of Tender documents on account of amendments will be the sole discretion of PHFI.
- c. Reserved Rights: PHFI reserves the following rights with regard to this call for proposal:
 - i. to cancel this call for proposal at any stage without assigning any reason.
 - ii. to disqualify any Applicant(s) based on Applicant(s) failure to follow solicitation instructions
 - iii. PHFI reserves the right to waive any deviations by Applicants from the requirements of this solicitation that in PHFI 's opinion are considered not to be material defects requiring rejection or disqualification; or where such a waiver will promote increased competition;
 - iv. Extend the time for submission of all RFP responses after notification to all Applicants;
 - v. Terminate or modify the RFP process at any time and re-issue the RFP to whomever PHFI deems appropriate;
 - vi. PHFI reserve the right to select and negotiate with those applicants it determines, in its sole discretion, to be qualified for competitive proposals and to terminate negotiations without incurring any liability;
 - vii. PHFI reserves the right to negotiate the fee or issue an award based on the initial evaluation of Applicants without discussion;
 - viii. Award only part of the activities in the solicitation or issue multiple awards based on solicitation activities.
- d. No proposal shall be accepted unless it is properly sealed. Vendors/ Agencies/ Organizations/ Institutions shall not be allowed to fill in or seal their proposal at the PHFI office. The documents should be sent by speed post/registered post/courier or hand delivered.
- e. If the envelope is found to be open, not sealed and not marked as instructed above, PHFI will not be responsible for misplacement or premature opening of the proposal submitted. Any proposal opened prematurely due to this cause shall be rejected.
- f. The Bidder is advised to attach any additional information that is considered necessary in regard to establish the capabilities. No further information will be entertained after submission of application unless it is required by PHFI. PHFI, however, reserves the right to call for additional information and clarification on information submitted by the Bidders.
- g. Proposals must be received by PHFI at the address specified not later than the date and time specified in the Invitation of RFP. In case the specified date for the submission of proposal being declared holiday by the PHFI, the same will be received on next working day with the same specified

time. Proposals received after the due date and time specified will automatically be rejected.

- h. Withdrawal of Proposals: Applicants may withdraw proposal by written notice via email received at any time before contract. Proposals may be withdrawn in person by an offer or his/her authorized representative, if the representative's identity is made known and the representative signs a receipt for the proposal before award.
- i. Opening of Tenders: Sealed Tenders received up to 20th May 2026 by 17:00 Hrs. will be taken up for opening. Tenders received after specified date and time will not be accepted. PHFI reserves the right to disqualify any of the Tender in case it is not satisfied with the documents furnished or otherwise without assigning any reasons thereof. The Technical Proposals will be opened on 21st May 2026, at 11:00 Hrs. at PHFI, address as mentioned. A representative from each Bidder is invited to be present. The Financial proposals of those Agencies qualifying on the basis of the assessment of Technical Proposals will be opened on 26th May 2026 at 15:00 Hrs. at PHFI, address mentioned below. A representative from each Qualifying Bidder may be present.
- j. Any efforts by Vendors/ Agencies/ Organizations/ Institutions to influence the PHFI personnel or representatives on matters relating to proposals under study in the process of examination, clarification, evaluation and comparison of proposal and in decision concerning award of Contract, shall result in the rejection of the Vendors/ Agencies/ Organizations/ Institutions proposal. Failing to execute the Contract Agreement within the said period may result in termination of Contract and award of the same to other Agency/ Agencies at the risk and cost of the Vendors/ Agencies/ Organizations/ Institutions.
- k. The person to sign the Contract Agreement shall be duly authorized.
- l. The data, questionnaires, reports and other materials used by the Vendors/ Agencies/ Organizations/ Institutions during the conduction of the survey shall remain the property of PHFI. The Vendors/ Agencies/ Organizations/ Institutions will not be allowed to use this information in any forum, national or international, without the explicit permission given in writing by PHFI.
- m. The RFP shall not bind PHFI in any way whatsoever to offer any job to the applicant if it is decided to abandon the study.
- n. PHFI assures that the documents and presentations by the applicants will be kept strictly confidential and will not be used for any purpose other than the process of selection of the final applicant. All documents created/prepared during the assignment by the selected application shall be the property of PHFI and they will have the rights associated with such documents.
- o. Offer Verification: PHFI may contact Vendors/ Agencies/ Organizations/ Institutions to confirm contact person, address, bid amount and to confirm that the Bid was submitted for this solicitation.
- p. Conflict of Interest: Vendors/ Agencies/ Organizations/ Institutions must provide disclosure of any past, present or future relationships with any parties associated with the issuance, review or management of this solicitation and anticipated award. Failure to provide full and open disclosure may result in PHFI having to re-evaluate selection of potential Applicants.
- q. Arbitration: Should any dispute arise, it may be referred to an Arbitrator appointed by mutual consent. The place of Arbitration shall be New Delhi.
- r. The cost of travel and stay of the officials from Vendors/ Agencies/ Organizations/ Institutions for attending meetings with PHFI will be met by the respective Vendors/ Agencies/ Organizations/ Institutions.

- s. All queries/correspondences pertaining to this RFP will be done through PHFI Tender email i.e. tenders@phfi.org

Hard copies of the Proposals should be addressed to:

The Chairman
Tender Committee
RFP#: **Development of Training Modules, Maintenance of LMIS and Administrative Support for LMIS**

At

PUBLIC HEALTH FOUNDATION OF INDIA (PHFI)
Property No. Khasra no 293,294,295 Saidulajab Village
4th Floor, House No.60, part of Saidulajab Extn
New Delhi -110030

The last date for submission of complete Proposal with all supporting documents (by hand or by post) is 20th May 2026 by 17:00 Hrs. Any Proposal received after this prescribed time will not be entertained. PHFI will not be responsible for any loss in transit or postal delay.

7. Evaluation Of Proposal

7.1 Evaluation Committee

An Evaluation committee formed by PHFI would first examine the technical bids based on the details provided in the Invitation for proposal for those Vendors/ Agencies/ Organizations/ Institutions who are short listed as per the qualification criteria. The Financial bids would be assessed only for those agencies whose technical bids are considered to be adequate and secure minimum Technical qualifying marks as mentioned in paras below.

7.2 Selection of Vendors/ Agencies/ Organizations/ Institutions

- a) Vendors/ Agencies/ Organizations/ Institutions is required to score a minimum qualifying marks of 70 points out of 100 which will be recalibrated out of 60 in the Technical Proposal in order to qualify for Interview and Financial Bid opening.
- b) Financial Bids of Vendors/ Agencies/ Organizations/ Institutions will be opened only if the Vendors/ Agencies/ Organizations/ Institutions qualifies in the Technical Evaluation (score of a minimum of 70 percentage). Financial Bids will be opened on 26th May 2026 at 15:00 Hrs at PHFI.
- c) For the Final evaluation, the weightage for the technical proposal, Interview and Financial proposal, would be 60%, 20% and 20%, respectively.
- d) PHFI shall reserve the right to negotiate with the Bidder whose proposal has been ranked first by the Committee on the basis of Technical and Financial Evaluations and the Interview.
- e) The submitted proposals will be valid for 60 days from the date of submission. PHFI will make its best effort to select the Vendors/ Agencies/ Organizations/ Institutions within this period.

7.3 Technical Evaluation (60)

Technical evaluation shall be carried out based on the following:

Sl.	Evaluation Parameter	Description	Marks
1	Organizational Experience	Experience of the agency in handling similar assignments related to LMS/LMIS development, e-learning modules, and public health capacity building projects, preferably with Government/Donor-funded programs (e.g., NACP, GFATM).	05
2	Relevant Project Experience	Demonstrated experience in at least 2–3 similar projects involving: - Module development - LMS/LMIS implementation - Digital learning solutions	05
3	Technical Approach & Methodology	Clarity, innovation, and feasibility of the proposed methodology, including: - Understanding of scope - Approach to module development - LMIS strengthening strategy - Implementation plan	10
4	Team Composition & Expertise	Qualification and experience of key personnel (Project Manager, LMS/IT Expert, Content Developers, Instructional Designers, etc.) relevant to assignment.	20
5	Understanding of NACP/Public Health Systems	Demonstrated understanding of programs under National AIDS Control Organisation (NACO), HIV/AIDS programming, and capacity building ecosystem.	05
6	Work Plan & Timelines	Realistic and well-defined work plan aligned with 3-month timeline, including milestones and deliverables.	05
7	Quality Assurance & Risk Mitigation Plan	Approach for ensuring quality, validation, pilot testing, and mitigation of risks/delays.	05
8	Past Performance & Client Feedback	Evidence of successful completion of previous assignments, client references, and performance certificates.	05
TOTAL			100 points (will be recalibrated out of 60)

7.4 Interview (20)

Those Vendors/ Agencies/ Organizations/ Institutions who will qualify in the Technical Evaluation will be invited for a personal Interview, wherein, the Vendors/ Agencies/ Organizations/ Institutions will be given time slot to give a presentation. Format of Presentation will be shared with the selected Vendors/ Agencies/ Organizations/ Institutions via tender email after opening and scrutiny of Technical Bids.

7.5 Financial Evaluation (20)

Financial evaluation shall be carried out based on the following:

Cost will primarily be evaluated for reasonableness, realism, allowability and the Applicant's understanding of the work to be performed. Effective cost saving measures to improve cost efficiency of the project will also be considered. Applications that demonstrate realistic scenario to accomplish the job in a time-bound manner with minimal resources would be considered.

Full marks will be awarded to the lowest qualifying bidder. For subsequent bidders the marks will be a ratio of the lowest bidder. If the lowest bid is "X" and bid for "Y" needs to be evaluated then its marks will be "highest mark x (X/Y)" Once the Vendors/ Agencies/ Organizations/ Institutions is finalized, additional information and discussion will occur between the Applicant and PHFI during development of detailed Technical Proposal.

8. Contact For More Information

For all correspondence, please refer to PHFI general Tender Email: tenders@phfi.org with subject line marked as "RFP for Development of Training Modules, Maintenance of LMIS and Administrative Support for LMIS".

END OF RFP

9. Disclaimer

This RFP represents only a definition of requirements. It is merely an invitation for submission of concept paper and does not legally obligate PHFI to accept any of the submitted RFP in whole or in part, nor is PHFI obligated to select the lowest priced proposal. PHFI reserves the right to negotiate with any or all applicants, both with respect to price, cost and/or scope of services. PHFI has no contractual obligations with any offer or based upon issuance of this RFP. It is not an offer to contract. Only the execution of a written contract shall obligate PHFI in accordance with the terms and conditions contained in such contract.

Annexure: 01: Scope of Work (SoW)

Annexure:02: GST Declaration Form and GST Details Form

Annexure: 01: Scope of Work (SoW)

“Development of Training Modules, Maintenance of LMIS and Administrative Support for LMIS”

1. Background

Under the National AIDS Control Programme (NACP-V), National AIDS Control Organisation (NACO), with support from The Global Fund to Fight AIDS, Tuberculosis and Malaria (GFATM), is strengthening capacity building systems for program implementation across India.

Public Health Foundation of India (PHFI), as a key implementing partner, is supporting the development of training systems, digital learning platforms, and monitoring frameworks. Previous initiatives have included development of training manuals, facilitator guides, and integration of e-learning modules into LMS platforms for NACP cadres across national, state, and district levels .

In this context, PHFI intends to engage a competent agency to support:

- a. Development of standardized training modules
- b. Strengthening and maintenance of Learning Management Information System (LMIS)
- c. Administrative and operational support for LMIS

2. Objective

The purpose of this Scope of Work (SoW) is to outline the requirements for strengthen capacity building systems under NACP-V through development of high-quality learning modules and efficient management of LMIS under the GFATM-NACO Project implemented by PHFI.

3. Scope of Procurement

The selected Vendors/ Agencies/ Organizations/ Institutions will undertake the following components:

3.1 Development of Training Modules

3.1.1 Content Development

The Vendors/ Agencies/ Organizations/ Institutions shall:

- Develop comprehensive training modules for NACP cadres including:
 - **National Level Cadres (NACO)**
 - Programme Officers (Prevention, Care & Support, CST, SI, IEC, Lab Services)
 - Technical Officers / Consultants
 - Monitoring & Evaluation Specialists
 - Finance & Procurement Officers
 - IT/MIS Specialists
 - Administrative Staff
 - **State Level Cadres (State AIDS Control Society (SACS))**
 - Project Director (PD)
 - Additional Project Director (APD)
 - Joint/Deputy Directors
 - Assistant Directors (Programmatic Divisions)
 - Finance Manager / Accounts Officers
 - Procurement Officers
 - M&E Officers
 - Data Managers
 - IEC/BCC Officers

- **District Level Cadres (DAPCU/DACO)**
 - District AIDS Prevention & Control Unit (DAPCU) Staff:
 - District Program Manager
 - Assistant Program Manager
 - Monitoring & Evaluation Officer
 - Data Manager
 - Accountant
 - District AIDS Control Officer (DACO)
- **Facility-Level Cadres**
 - **ART Centres (Care, Support & Treatment - CST)**
 - Medical Officer (MO) / Senior Medical Officer (SMO)
 - Staff Nurse
 - Counsellor
 - Pharmacist
 - Data Manager
 - Care Coordinator
 - **Link ART Centres (LAC)**
 - Medical Officer
 - Counsellor
 - Data Entry Operator
 - **HIV Testing Services (HTS / ICTC)**
 - Counsellor
 - Laboratory Technician
 - Medical Officer (Supervisory role)
 - **Laboratory Services**
 - Laboratory Technicians (LTs)
 - Technical Officers (SRL/NRL)
 - Microbiologists
 - Quality Assurance Officers
- **Prevention Program Cadres**
 - **Targeted Intervention (TI) Staff**
 - Project Manager
 - Outreach Workers (ORWs)
 - Peer Educators (PEs)
 - Counsellors
 - Data Managers
 - Community Mobilizers
 - **Bridge Population Programs**
 - Migrant TI Staff
 - Truckers TI Staff
 - Workplace Intervention Staff
- **Community-Level Cadres**
 - Peer Educators (PEs)
 - Community Health Workers
 - Link Workers
 - PLHIV Network Representatives
 - Community Volunteers
- **Specialized Centres & Programs**
 - **Centres of Excellence (CoE) / Paediatric CoE (pCoE)**
 - Specialist Doctors
 - Paediatricians
 - Counsellors
 - Data Managers
 - **SACEP (State AIDS Clinical Expert Panel)**
 - Clinical Experts
 - Specialists in HIV care

- **Cross-Cutting Cadres**
 - Monitoring & Evaluation (M&E) Officers
 - Strategic Information (SI) Specialists
 - Digital Health / MIS Officers
 - Finance & Accounts Personnel
 - Procurement & Supply Chain Staff
- **Emerging / Priority Cadres under NACP-V**
 - Aligned with evolving program needs:
 - Data Managers (Digital/MIS strengthening)
 - ART Coordinators (First point of contact at ART centres)
 - Nurses & Counsellors (expanded role in service delivery)
 - Laboratory Staff (VL, EID, SRL strengthening)
 - NHM Medical Officers (integration with general health system)
- Align content with:
 - NACP guidelines
 - National Strategic Plan (NSP)
 - GFATM reporting and programmatic requirements

3.1.2 Types of Modules

The Vendors/ Agencies/ Organizations/ Institutions will develop:

- Training Manuals
- Facilitator Guides
- PowerPoint Presentations
- E-learning Modules (self-paced)
- Assessment tools (pre/post-tests, quizzes)

3.1.3 List of Modules to be developed

Category	Name of the Module
Category 01	1) Program Management Module 2) District AIDS Control Officer (DACO) Sensitization 3) District Integrated Strategy for HIV/AIDS (DISHA) In-Depth Module 4) Public Financial Management System (PFMS) 5) DISHA Monthly Monitoring & Reporting (DMMR) for DISHA Nodal Officers 6) Lab Technicians & Technical Officers (SRL & NRL) Module 7) Nurses at ART Centres Module 8) pCOE, COE and SACEP Module 9) Medical Officers Module under NHM Module
Category 02	10) ICTC Lab Technicians – Lab Services Module 11) STI, RTI and HIV Services Module 12) ART & VL – Lab Services Module 13) NACP Counsellors (HCTC) Module 14) ART Centre Medical Officers/SMO Module

3.1.4 E-Learning Development

The Vendors/ Agencies/ Organizations/ Institutions shall:

- Develop interactive digital modules (ranging between 10–60 minutes each)
- Ensure SCORM (Sharable Content Object Reference Model) compliance for LMS integration
- Include:
 - Audio narration (Indian accent) in 2 languages – English and Hindi
 - Graphics and animations (as required)
 - Interactive assessments (as per guidance from PHFI/NACO)

- Ensure compatibility across:
 - Desktop/Laptop
 - Mobile (Android/iOS)

3.1.5 Quality Assurance

- Conduct internal QA and pilot testing
- Incorporate feedback from PHFI/NACO
- Ensure final approval before deployment

3.2 LMIS Strengthening and Maintenance

3.2.1 System Strengthening

The Vendors/ Agencies/ Organizations/ Institutions shall:

- Review existing LMIS/LMS architecture
- Enhance system functionality and user experience
- Ensure scalability and performance optimization

3.2.2 Technical Maintenance

Provide:

- Regular system maintenance and updates
- Bug fixing and troubleshooting
- Security updates and data protection measures
- Backup and recovery mechanisms

3.2.3 System Integration

- Integrate new modules into LMIS
- Ensure interoperability with existing systems
- Support data synchronization and reporting

3.3 LMIS Administration Support

3.3.1 User Management

- Create and manage user accounts
- Assign roles and access levels
- Maintain user database

3.3.2 Training Management

- Upload and manage courses
- Schedule training sessions
- Track participant progress and completion

3.3.3 Monitoring and Reporting

- Generate periodic reports on:
 - Training coverage
 - Completion rates
 - Performance indicators
- Develop dashboards for real-time monitoring

3.3.4 Helpdesk Support

- Provide technical and user support
- Address user queries and issues
- Maintain ticketing/log system

3.4 Capacity Building and Training Support

The Vendors/ Agencies/ Organizations/ Institutions shall:

- Conduct orientation sessions for stakeholders
- Support rollout of training programs
- Provide user manuals and SOPs
- Train master trainers and administrators

3.5 Documentation and Deliverables

The Vendors/ Agencies/ Organizations/ Institutions shall provide:

- Training manuals and guides
- Digital learning modules
- LMIS user manuals
- Technical documentation
- Monthly/quarterly progress reports

4. Performance Standards

The selected Vendors/ Agencies/ Organizations/ Institutions shall adhere to the following performance standards throughout the duration of the assignment. These standards will form the basis for monitoring, evaluation, and acceptance of deliverables by Public Health Foundation of India (PHFI) and National AIDS Control Organisation (NACO).

4.1 Quality of Deliverables

- All training modules, LMIS functionalities, and related outputs must be:
 - Technically accurate and aligned with NACP guidelines
 - Consistent with national and GFATM programmatic requirements
 - User-friendly, structured, and contextually relevant
- Content should be:
 - Free from errors (technical, grammatical, and formatting)
 - Peer-reviewed and validated prior to submission
- Final outputs must be approved by PHFI/NACO before deployment

4.2 Timeliness and Adherence to Milestones

- All deliverables must be completed within agreed timelines
- Delays, if any, must be:
 - Communicated in advance
 - Supported with valid justification
- Persistent delays may lead to:
 - Penalties
 - Reduction in payment
 - Termination of contract (as per agreement terms)

4.3 LMIS System Performance

The Vendors/ Agencies/ Organizations/ Institutions shall ensure:

- System uptime of at least 95% (excluding scheduled maintenance)
- Efficient performance with minimal downtime
- Timely resolution of technical issues:
 - Critical issues: within 24 hours
 - Moderate issues: within 48–72 hours
- Data integrity, security, and regular backups

4.4 Responsiveness and Support

- Establish a functional Helpdesk/Support System
- Respond to user queries within:
 - 24 hours (working days)
- Maintain a ticketing/log system for tracking issues
- Provide periodic updates on issue resolution

4.5 Monitoring, Reporting and Documentation

- Submit:
 - Monthly progress reports
 - Quarterly performance reports
 - Pilot testing report
- Reports must include:
 - Status of deliverables
 - LMIS usage analytics
 - Training completion rates
 - Challenges and mitigation measures
- Maintain proper documentation of all activities

4.6 Compliance and Coordination

- Ensure compliance with:
 - PHFI policies
 - NACO guidelines
 - The Global Fund to Fight AIDS, Tuberculosis and Malaria (GFATM) norms
- Participate in:
 - Review meetings
 - Coordination meetings with stakeholders
- Incorporate feedback from PHFI/NACO in a timely manner

4.7 Capacity Building Effectiveness

- Ensure training modules lead to:
 - Improved knowledge and competencies
 - Measurable learning outcomes (pre/post assessments)
- Maintain minimum benchmarks:
 - ≥80% course completion rate
 - ≥70% average assessment score (indicative, may be revised)

4.8 Data Security and Confidentiality

- Ensure strict confidentiality of all program data
- Implement:
 - Secure access controls
 - Data encryption (where applicable)
- Comply with applicable data protection standards

4.9 Innovation and Continuous Improvement

- Proactively suggest improvements in:
 - Module design
 - LMIS functionality
 - User experience
- Adopt best practices in:
 - Digital learning
 - Public health capacity building

4.10 Performance Review and Evaluation

- Performance will be reviewed periodically by PHFI/NACO based on:
 - Quality of deliverables
 - Timeliness
 - System performance
 - User feedback
- Continued engagement will be subject to satisfactory performance

== End of SoW ==

Annexure: 02: GST Declaration Form and GST Details Form

Declaration for Goods and Services Tax Acts, 2017 (GST)

I (*Name of Vendors/ Agencies/ Organizations/ Institutions*) hereby undertake and confirm that I would take all necessary and required actions to prepare and ensure compliance under the Goods and Service Tax Acts (GST). I (*Name of Vendors/ Agencies/ Organizations/ Institutions*) further undertake to comply with any of the applicable provisions of such law including but not limited to:

- timely issuance of GST-compliant invoices;
- making the invoices available to PHFI;
- depositing applicable taxes on a periodic basis; and
- correctly reporting them to the government

under the said new indirect tax law. Any action or omission on the part of the (*Name of the Vendors/ Agencies/ Organizations/ Institutions*) as a result of which PHFI incurs any direct or indirect cost, expense, loss, levy, penalty, interest, additional burden of tax etc., the same shall be recovered, by way of deduction and/or recovery from any amount payable to (*Name of the Vendors/ Agencies/ Organizations/ Institutions*) by Public Health Foundation of India.

Declarant

Name of the Vendors/ Agencies/ Organizations/ Institutions
(Authorised Signatory)