

ALL INDIA CIVIL SERVICE COACHING CENTRE (AICSCC)
Government of Tamil Nadu

Call for Financial Quotation

Roc. No. A/365/2026

Dated:12.05.2026

Design, Development, Deployment, Hosting and One-Year Maintenance of a Customized Learning Management System (LMS) for 5000 Students across Knowledge Centres in Tamil Nadu

1. Introduction

The All India Civil Services Coaching Centre (AICSCC) is a Government of Tamil Nadu institution established to provide structured coaching and academic support to aspirants preparing for competitive examinations such as the Civil Services Examination conducted by the Union Public Service Commission. AICSCC supports approximately 5000 students through Knowledge Centres located across Tamil Nadu. In order to ensure centralized academic monitoring, uniform content delivery, objective-type online testing, real-time analytics and administrative oversight, AICSCC proposes to implement a robust, secure and scalable Learning Management System (LMS). This engagement includes Design, Development, Deployment and One-Year Maintenance of the LMS platform.

2. Purpose

To establish a centralized LMS platform for delivery of coaching content, conduct of objective-type online examinations, automated evaluation and state-wide performance monitoring.

3. Detailed Scope of Work

A. System Design & Development

- Requirement analysis and customized LMS development exclusively for AICSCC.
- Web-based mobile responsive platform compatible with Android and iOS.
- Role-based secure login (Admin, Faculty, Student, Centre Admin).

- High concurrency handling during live sessions and examinations.
- User activity logs and administrative audit trails.
- Capacity to support minimum 5000 registered users.

B. Course & Content Management

- Upload and management of recorded and live lectures.
- Study material management (PDF, PPT and documents).
- Structured subject-wise course modules.
- Secure video hosting and streaming.
- Controlled download permissions.

C. Online Examination Module

- Multiple question formats including MCQ, Multiple Response, True/False, Match the Following and Fill in the Blanks.
- Negative marking option.
- Randomization of questions and options.
- Timer-based automatic submission.
- Instant auto-evaluation and result generation.
- Centralized question bank with bulk upload facility.

D. Analytics & Reporting

- State-wide consolidated ranking.
- Centre-wise ranking.
- Percentile computation.
- Subject-wise and topic-wise performance analysis.
- Question-wise analytics.
- Exportable reports (Excel, PDF, CSV).
- Real-time administrative dashboard.

E. Hosting & Security

- Secure cloud hosting (data hosted within India preferred).
- SSL certification.
- Disaster recovery mechanism.
- Automated periodic backups.
- Minimum 99% uptime commitment.
- Compliance with Government data protection norms.

F. Technical Support

The vendor shall provide continuous technical support and resolve complaints/issues reported by AICSCC officials, faculty or students during the entire contract period without claiming additional manpower charges.

G. Operation & Maintenance (One Year)

- Continuous technical support.
- Bug fixes and security updates.
- Performance monitoring.
- Backup and restoration support.
- SLA-based response mechanism.

4. Intellectual Property & Data Ownership

- The LMS developed shall be the exclusive property of AICSCC during the contract period.
- No vendor branding shall be permitted on the LMS interface.
- All student and examination data shall belong exclusively to AICSCC.
- Complete database backup shall be handed over at the time of contract closure.
- Vendor shall not replicate or commercialize the system architecture without written consent.

5. Financial Quotation Format

1. Cost for Design & Development
2. Hosting Cost (1 Year)
3. Maintenance Cost (1 Year)
4. Applicable Taxes (separately)
5. Grand Total

The quotation shall remain valid for 120 days. No additional cost shall be claimed at any stage.

6. Payment Terms

- 40% upon successful deployment.
- 40% after acceptance and stabilization.
- 20% after satisfactory performance.
- Payment shall be subject to Government norms.

7. Right to Postpone / Modify / Cancel

AICSCC reserves the right to accept or reject any quotation, modify the scope of work, extend the submission date, cancel the process or withdraw this call for quotation without assigning any reason.

8. General Conditions

- No Technical Proposal required.
- No Earnest Money Deposit (EMD) required.
- Incomplete quotations shall be rejected.
- Jurisdiction: Chennai, Tamil Nadu.
- Decision of AICSCC shall be final and binding.
- **Last Date for Submission of Quotation: 11.06.2026**
- **Quotation must be sealed and addressed to**

The Principal

All India Civil Services Coaching Centre

**163/1, Kanchi, P.S.Kumarasamy Raja Salai, R.A.Puram
(Greenways Road), Chennai-600 028**

Sd/-Principal (FAC)

**All India Civil Services Coaching Centre,
Chennai-28.**