

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ



Ministry of Economic Development, Transport and Trade
Male', Republic of Maldives

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SHOPPING FOR ENTERPRISE ONLINE LEARNING PLATFORM LICENSES

for

Maldives Innovation & Digital Company Limited (MINDCo)

ANNEX 1-REQUEST FOR QUOTATION (RFQ)

Source of Funding: ADB Loan 3794 – MLD and ADB Grant 0646 – MLD

RFQ Ref: RFQ/2026/007

**South Asia Subregional Economic Cooperation
National Single Window Project**



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SECTION A **SCOPE OF WORK**

This RFQ invites qualified vendors to **SUPPLY, CONFIGURE, IMPLEMENT, AND PROVIDE SUBSCRIPTION-BASED ENTERPRISE ONLINE LEARNING PLATFORM LICENSES** for a period of **One (1) year**, including onboarding, integration, training, and ongoing **24/7 SaaS technical support**.

The platform shall provide a **comprehensive enterprise-grade digital learning environment**, enabling continuous professional development across technical, business, and soft skills domains. The solution must support **AI-driven learning, enterprise administration, integration capabilities, and scalable user access**.

The selected vendor must demonstrate proven experience in delivering enterprise learning platforms, including successful implementation, integration, and user adoption support.

The platform shall be fully operational upon activation, accessible via web and mobile applications, and capable of supporting concurrent usage without performance degradation.



Section A – 1.0 Client Requirements

Enterprise Online Learning Platform Subscription	
1	Enterprise Learning Platform Licenses (200 Users – 1 Years Subscription)
1.1	Platform Content Library <ul style="list-style-type: none"> • Minimum 30,000+ courses • Multi-domain coverage • Continuous updates
1.2	Learning ExperienceType: <ul style="list-style-type: none"> • Web and mobile access • Offline learning capability • Microlearning support
1.3	AI Capabilities: <ul style="list-style-type: none"> • AI learning assistant • Skill mapping and recommendations • AI-generated learning paths
1.4	Learning Pathways <ul style="list-style-type: none"> • Predefined and custom learning paths • Role-based training programs
1.5	Custom Content <ul style="list-style-type: none"> • Upload internal courses • Custom certificates and badges
1.6	Administration <ul style="list-style-type: none"> • User/group management • Role-based access • Course assignment
1.7	Analytics <ul style="list-style-type: none"> • Engagement tracking • Skill insights • Exportable reports
1.8	Integration <ul style="list-style-type: none"> • Google SSO (SAML 2.0) • SCIM provisioning • LMS integration
1.9	Security <ul style="list-style-type: none"> • Encryption and compliance • Access controls
1.10	Support <ul style="list-style-type: none"> • 24/7 SaaS support • Customer success services



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Section A – 2.0 Professional Services, Implementation & Training

A. Platform Implementation & Setup

- Platform provisioning and tenant setup
- Configuration of organizational structure and user groups
- Initial system configuration and optimization

B. SSO & Integration Setup

- Configuration of **Google SSO (SAML 2.0)**
- SCIM-based user provisioning setup
- LMS integration and testing
- API integration support if required

C. Onboarding & Adoption Support

- Kick-off session with MINDCo
- Development of onboarding and rollout plan
- User adoption strategy and communication guidance

D. Administrator Training

- Platform administration training
- User and group management training
- Reporting and analytics training

E. End-User Training

- Platform navigation and usage training
- Learning path usage guidance
- Best practices for self-paced learning

F. Documentation

- User manuals and admin guides
- Integration and configuration documentation
- Support and escalation procedures



SECTION B
TECHNICAL REQUIREMENTS

Enterprise Online Learning Platform Subscription		QTY
1	Enterprise Learning Platform Licenses (200 Users – 1 Years Subscription)	1 Bundle
1.1	<p>Platform Content Library</p> <ul style="list-style-type: none"> • Access to a minimum of 30,000+ courses across multiple domains • Coverage including (not limited to): <ul style="list-style-type: none"> ○ Information Technology & Cybersecurity ○ Software Development & Data Science ○ Cloud Computing & DevOps ○ Business, Leadership & Management ○ Corporate Finance, accounting ○ Productivity & Soft Skills • Content delivered by industry practitioners and subject matter experts • Continuous content updates and refresh cycles • Availability of international and multilingual course offerings (optional) 	200 Nos
1.2	<p>Learning Experience & Delivery</p> <ul style="list-style-type: none"> • Web-based platform accessible via modern browsers • Dedicated mobile applications (iOS and Android) • Offline learning capability via mobile applications • Microlearning modules and structured learning pathways • Personalized course recommendations • Bookmarking, note-taking, and progress tracking features 	
1.3	<p>AI-Driven Learning Capabilities</p> <ul style="list-style-type: none"> • AI-powered learning assistant for users • AI-driven skills mapping and gap analysis • Automated learning path generation based on roles or skills • AI-supported content recommendations and adaptive learning • Simulation-based learning including AI-enabled role-play scenarios 	
1.4	<p>Learning Pathways & Skill Development</p> <ul style="list-style-type: none"> • Predefined and customizable learning pathways • Role-based and skill-based training tracks • Ability to align learning with organizational competency frameworks • Support for certification-oriented learning tracks 	
1.5	<p>Custom Content & Enterprise Branding</p> <ul style="list-style-type: none"> • Ability to upload organization-specific training content • Support for internal courses, videos, and documentation • Custom learning pathways combining internal and external content • Custom branding features include: <ul style="list-style-type: none"> ○ Organization-specific certificates ○ Digital badges ○ Learning program customization 	



1.6	<p>Administration & User Management</p> <ul style="list-style-type: none"> • Centralized administrative dashboard • User and group management capabilities • Role-based access control • Course assignment and tracking • Automated enrollment and provisioning • Bulk user management 	
1.7	<p>Analytics & Reporting</p> <ul style="list-style-type: none"> • Advanced reporting dashboards including: <ul style="list-style-type: none"> ○ User engagement metrics ○ Course completion rates ○ Learning progress tracking • Skill benchmarking and insights • Exportable reports (CSV/PDF formats) • Real-time analytics and usage monitoring 	
1.8	<p>Integration Requirements</p> <ul style="list-style-type: none"> • Single Sign-On (SSO) integration using Google (SAML 2.0) • Support for SCIM provisioning • Integration with Learning Management Systems (LMS) • API-based integration capabilities • Compatibility with enterprise HR and identity systems 	
1.9	<p>Security & Compliance</p> <ul style="list-style-type: none"> • Secure authentication and access control • Data encryption (in transit and at rest) • Compliance with international data protection standards • Role-based permissions and audit logs 	
1.9.1	<p>Platform Availability & Performance</p> <ul style="list-style-type: none"> • Cloud-based SaaS delivery model • High availability (≥99.5% uptime SLA) • Global content delivery network (CDN) support • Scalable architecture to support concurrent users 	
1.10	<p>Support & Service Model</p> <ul style="list-style-type: none"> • 24/7 technical support (SaaS model) • Dedicated customer success / account management support • Incident management and SLA-based response times • Continuous platform updates and maintenance 	
1.10.1	<p>Subscription & Licensing</p> <ul style="list-style-type: none"> • Total Licenses: 200 Users • Subscription Period: 1 Years • Named user or enterprise license model • Ability to scale licenses if required 	



SECTION C **PRE-QUALIFICATION**

Parties interested in delivering the scope of work outlined in Annex I must meet Section B Technical requirements and pre-qualification requirements below:

a) Experience.

Bidders must provide documented evidence of supplying Enterprise Online Learning Platform Licenses to other organizations within the past two (2) years. Acceptable forms of proof include purchase orders, delivery notes, or official letters from client organizations confirming successful delivery and implementation of similar items.

b) Mandatory Documents:

- Company Registration Certificate
- GST Registration Certificate
- SME Classification Certificate
- Last 2 Year Financial Statements
- All the other relevant documents required/mentioned to submit in this bid document.



SECTION D **EVALUATION CRITERIA**

C.1 Evaluation Method

All quotations received will be evaluated based on the following criteria:

- Price
- Delivery Timeline

Total Score: 100 Points

C.2 Scoring Criteria

1. Price – 80 Points

- The quotation with the lowest total price will receive 80 points
- Other quotations will be scored proportionally using the formula:

$$\text{Score} = \left(\frac{\text{Lowest Price}}{\text{Quoted Price}} \right) \times 80$$

Price shall include:

- Subscription cost for 200 users (1 year)
- All implementation, integration, and support costs

2. Delivery Timeline – 20 Points

Delivery Timeline	Score
Up to 14 days	20
15 – 30 days	10
More than 30 days	0

- Delivery timeline refers to full platform readiness, including:
 - Platform setup
 - SSO configuration
 - User onboarding readiness

C.3 Award of Contract

The contract shall be awarded to:

The bidder with the highest total score, based on the combined evaluation of price and delivery timeline.

In case of equal scores:

- The bidder with the lower price shall be selected
- If still tied, the bidder with the shorter delivery timeline shall be selected

C.5 Right to Accept or Reject

The Procuring Entity reserves the right to:

- Accept or reject any quotation
- Cancel the procurement process at any stage without liability

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