No/MMC/Expression of Interest/2024/00728   **Dt- 14/03/2024**

EXPRESSION OF INTEREST FOR CPD PLATFORM

Maharashtra Medical Council is a statutory body established by Government of Maharashtra under M.M.C. Act 1965. The working of the Council includes Registration, Administration as well as to follow the guidelines given in the Act and its Rules 1967. It is a quasi-judicial body with a power to punish Registered Medical Practitioners. The first Function of MMC is to provide Registration to Medical graduates in Modern Medicine i.e. Allopathic graduates.

Continuous professional development is an important academic activity of Maharashtra Medical Council, Mumbai. A lot of content is disseminated by MMC every year. However, time constraints, physical presence of the course creator and geographical limitations, pose challenges in uptake and participation to the courses. Hence, digitization of the courses in a way that supports offline sessions and allows for a much wider reach that goes beyond just urban areas and reaches every nook and corner of the country. Digitization allows for on-demand access and promotes level of uniformity and quality control.

Maharashtra Medical Council, Mumbai wishes to launch its own CPD platform to further the education for RMPs by offering access to credible online education with CPD credit points. This will ensure that the entire process of online accredited education and grant of credit points is completely within the end to end regulated control of MMC and accreditation data is protected and not shared with any privately owned third party.

MMC invites Expression of Interest (EOI) from Companies/Trusts/ Societies/ Associations (Applicants) wishing to be considered for the proposed "ONLINE CPD AND CLINICAL REFERENCE PLATFORM" AS WELL AS FULLY MANAGED SERVICES TO MAINTAIN THE PLATFORM AND TO ENABLE SOURCES OF NON-BRANDED AND NON-PARTISAN CONTENT, hereinafter referred to as the solution.

This is a single stage procurement process. The objective of this Request for EOI is to identify and finalize eligible applicants who are interested in providing the proposed solution and have suitable capacity, capability and experience.

Therefore, we seek expression of interest from owners/authorized agents on following requisition.

CPD Platform required following specifications:

Sr. No.	Particulars	Requirements
1.	**Applicant Eligibility Criteria**	Should be Company / Trust / Society / Association of national repute / standing in India. Startups in education technology can also apply.
2.	**Business and Technical Requirements/ Scope of Work**	Introduction: MMC, Mumbai, is a pioneering organization that has been providing Continuous Professional Development (CPD) services to Registered Medical Practitioners (RMPs) in Maharashtra. Recognizing the importance of professional growth, MMC intends to establish an independent technology-based solution to enhance education delivery and related functionalities. This Expression of Interest outlines the main objectives of the initiative and presents a non-exhaustive list of requirements for the proposed solution. Additionally, it highlights the numerous benefits that online CPD can offer to RMPs in collaboration with MMC. Benefits of Online CPD for RMPs by MMC: 1. Accessibility and Convenience: - Online CPD allows RMPs to access educational content anytime and anywhere, eliminating the need for physical attendance at specific locations. - RMPs can participate in CPD activities at their own convenience, fitting it into their busy schedules without disrupting their clinical practice. - RMPs can participate in CPD activities through online webinar and hybrid CPDs. 2. Expanded Learning Opportunities: - Online CPD provides a vast array of learning opportunities, including webinars, e-learning modules, interactive sessions and access to a rich repository of medical resources. - RMPs can explore diverse topics, engage with experts and stay updated with the latest advancements in their field through easily accessible online platforms. 3. Flexibility in Learning Pace: - Online CPD allows RMPs to learn at their own pace, enabling them to delve deeper into complex topics or review essential concepts as needed. - RMPs can choose to complete CPD activities based on their individual learning speed and preferences, optimizing their

knowledge acquisition.

4. Cost-effectiveness:
- Online CPD eliminates the need for travel, accommodation and other associated costs often incurred with traditional in-person CPD programs.
- RMPs can access high-quality educational content at a fraction of the cost, making continuous learning more affordable and accessible.

5. Enhanced Networking and Collaboration:
- Online CPD platform provides opportunities for RMPs to connect and collaborate with peers, experts and medical professionals from various locations.
-Discussion forums, online communities and interactive sessions foster meaningful networking, knowledge exchange and collaborative learning experiences.

6. Continuous Assessment and Feedback:
- Online CPD platform offers built-in assessment tools, allowing RMPs to test their understanding and gauge their progress.
- Immediate feedback and performance metrics enable RMPs to identify knowledge gaps, focus on areas needing improvement and track their professional growth over time.

7. Tracking and Certification:
- Online CPD platforms facilitate seamless tracking of CPD activities, including attendance, participation and completion of educational modules.
-Automated systems generate digital certificates, providing RMPs with documented evidence of their professional development achievements.

8. Updated and Relevant Content:
- Online CPD platform ensures that RMPs have access to up-to-date and relevant educational content.

- Through collaborations with subject matter experts and reputable institutions, MMC can curate and deliver high-quality contents that aligns with the evolving medical landscape.

By embracing online CPD in collaboration with MMC, RMPs can benefit from enhanced accessibility, expanded learning opportunities, flexibility, cost-effectiveness,

networking, continuous assessment, tracking and relevant content, ultimately advancing their professional development and providing better healthcare services to the community.

Technical Specifications for Webinars for RMPs for CPD:

1. Webinar Platform:
- Develop and provide a robust webinar platform for online interactive education and medical content delivery.
- Support access through PCs and mobile devices.
- Ensure at least one operational instance of the platform in India.
- Enable real-time participation and engagement of RMPs during webinars.

2. Content Management:
- Provide a user-friendly interface for MMC's medical experts/ editors to create, edit, publish and update webinar content without technical expertise.
- Facilitate easy management of multimedia presentations, documents and resources.

3. Platform Customization:
- Allow customization of platform structure, including site navigation, course ordering, pass percentages and module-level access rights.
- Enable flexibility for MMC to adapt the platform to specific requirements and future needs.

4. Ownership and Licensing:
- Grant MMC full ownership and licensing rights to the platform.
- Allow sublicensing to government-owned or charitable organizations without restrictions.
- Ensure no private company branding, instead branded as "MMC Accredited Medical Education Platform."
-Permit sub-licensees to brand the platform under their own names.

5. Content Rights and Data Usage:
- Solution provider should not have content rights, distribution rights or data usage rights for published content unless a medical university, medical college or medical association that owns the content.

		6. Data Privacy and Security: - Host the platform on MMC servers and obtain written permission for any data or content transfer to third-party servers, except in exceptional circumstances. - Implement advanced data encryption, audit logs, two-factor authentication and other security features. - Prohibit access rights to external parties without MMC's explicit authorization. 7. Managed Services Provider: - Allow MMC to change the managed services provider at any time. 8. Confidentiality: -The Solution Provider may be required to sign a non- disclosure or confidentiality agreement. 9. Modularity and Expandability: - Design the platform to be modular, allowing seamless integration of third-party technologies in the future (e.g., face recognition, security systems, video and voice interfaces, AI tools). 10. Monitoring Dashboard: - Include a comprehensive monitoring dashboard with restricted access to MMC personnel for various reports at different levels. 11. Training and Platform Management: - Provide detailed training to MMC staff for independent platform management. - Include documentation and support resources. 12. Live Streaming and Webinar Recording: - Incorporate live streaming capability for real-time participation. - Enable automatic recording of webinars for future reference and on-demand viewing. 13. Automatic Attendance Tracking: - Implement a system to automatically track and record RMPs' attendance during webinars and CPD activities. - Ensure accurate capture and storage of attendance data for administrative and certification purposes. 14. Objective Assessments: - Include functionality for objective assessments after webinars or in-between sessions. - Enable creation and delivery of quizzes,

		tests, or assessments to measure understanding and knowledge retention. - Provide a user-friendly interface for question creation, participant response tracking and automated assessment reports. 15. Accreditation and Certification with Blockchain-based Credit System: - Implement a blockchain-based credit system for accreditation and certification processes. - Use blockchain technology for secure storage and verification of credentialing information. - Establish a transparent credit system recording CPD credits earned by RMPs on the blockchain. - Seamlessly integrate the blockchain-based credit system into the platform. - Automate CPD credit calculation based on completed webinars, assessments and other activities. - Generate digital certificates for successful CPD activity completion, leveraging blockchain technology for secure sharing and verification. 16. Credit Points Guidelines: - Incorporate credit point guidelines based on MMC's accreditation policy for activities such as medical textbook publication, papers published in indexed journals, conference participation, etc.
3.	**Help Desk Facility**	1. Provide an online support facility with 24/7 availability. 2. Implement an escalation process to handle unresolved issues efficiently. 3. Ensure that the support staff is well trained and possesses a strong understanding of the platform to effectively address queries raised by RMPs and MMC staff.
4.	**General Requirements**	1. The platform should have the capability to capture and display data in various formats, including audio, video, animation, and text. 2. It should be able to store a large database and perform comprehensive data analysis. 3. The platform should support a minimum of 5000 concurrent users and have the flexibility to scale up to meet increased demand. 4. Ensure that the platform aligns with existing MMC security protocols and regulatory requirements, while also being adaptable to future regulatory changes.

5.	**Training and Knowledge Transfer**	1. The Solution Provider must assist in building a basic level of capability across the frontline and back office staff at MMC to operate the platform. 2. Develop a comprehensive guidebook and training manual for different MMC personnel involved in the process. 3. Conduct training sessions for MMC personnel involved in the platform rollout. 4. Regularly update training content to ensure ongoing skill development for MMC personnel.
6.	**Commercial Terms:**	1. Provide a breakdown of installation costs. 2. Specify the annual maintenance costs for the platform. 3. Outline the training costs associated with implementing and operating the platform. 4. Note that the MMC will handle its own hosting, so no hosting costs should be included. 5. Include any costs related to technology transfer and training. 6. Clearly define the payment terms for the services provided to the RMPs and accredited associations/organizations.

Note: Organization /Institution should provide secure Software as a service to MMC for a tenure of 5 years.

Last Date for Submission of EOI: Dates for submission of EOI i.e. 04/04/2024 up to 5 p.m.

In case the designated day happens to be a holiday; the next working day will be deemed as the last date for submission of EOI.

Date :- 14/03/2024
Venue: - Mumbai

Registrar
Maharashtra Medical Council

Documents required to submit: -
1) Self attested copy of PAN/TAN card.
2) Self attested copy Registration Certificate of GST.
3) Income Tax Return Certificate of last Assessment year.
4) Proof of conducting webinars or lectures of more than 15000 hours in last one year.
5) Supporting documents with respect of company details.

To,

Sir,

Sub:- Expression of Interest to launch MMC's own CPD platform to further the education for RMPs by offering access to credible online education with CPD credit points. This will ensure that the entire process of online accredited education and grant of credit points is completely within the end to end regulated control of MMC and accreditation data is protected and not shared with any privately owned third party.

This offer is with reference to the notice put up on website www.maharashtramedicalcouncil.in to launch MMC's own CPD platform to further the education for RMPs by offering access to credible online education with CPD credit points.

The details to launch CPD platform and other services are as under:

DETAILS OF CPD PLATFORM

Sr. No.		Particulars	Details
1		**DETAILS OF SERVICE PROVIDER**	
	1	Contact Details of service provider	
		Name	
		Designation	
		Land Line No.	
		Mobile No.	
	2	Details of Incorporation of the company	Date :
			Ref. No. :
	3	Status of Company	
		Documentary proof enclosed(yes/no)	
	4	Website of company	
	5	Address of Registered office with contact numbers OR Legal Business Profile	
		Location Info	
		Address	
		Pin Code	
		Land Line No.	
		Fax No	
	6	Address for Correspondence (If different from above)	
		Address	
		Pin Code	
		Land Line No./ Primary Contact	
		Fax No	
	7	PAN No.	
		Copy of PAN enclosed (Yes/No)	
	8	GSTIN No.	
		Copy of GST enclosed (Yes/No)	
	9	Previous Experience of webinar & proof of instance for the past one year	
	10	Business Location should be in Maharashtra	

	11	Details of the platform (Technical Specification & software features & Block chain certification details)	
	12	Details of Empaneled doctors for webinars	

I hereby confirm that, all the terms and conditions specified with respect to this Expression of Interest are acceptable to me. I further confirm that all the required details have been furnished and if this Expression of Interest form is incomplete in any respect on my part then the same is liable to be rejected at the discretion of MMC. I am aware that MMC is not bound to accept the Expression of Interest and will not be required to give any reason for rejecting this Expression of Interest. I further certify that I am an authorized signatory of my company and I am, therefore, competent to submit the details towards this Expression of Interest.

Yours faithfully,

(Signature of the Offeror)

Printed Name

Designation

Seal

Date:

Business Address:

Documents required to submit: -
1) Self attested copy of PAN/TAN card.
2) Self attested copy Registration Certificate of GST.
3) Income Tax Return Certificate of last Assessment year.
4) Proof of conducting webinars or lectures of more than 15000 hours in last one year.
5) Supporting documents with respect of company details.
6) List of Doctors and Empaneled Officers and acceptance letter of empaneled doctors.