



UCO BANK

Department of Information Technology

RFP for Procurement of Solution for e-Learning Program

RFP REF NO: DIT/BPR & BTDOA/1689/2019-20 Date: 23/07/2019

Pre-Bid Replies / Clarifications to Queries raised by the Bidder(s) and Amendments

SI No	RFP Page No.	RFP Clause No., Original Clause	Subject/ Description	Query Sought/ Suggestions of the bidder	Bank's Response
1	8	Part I Point 3 Eligibility Criteria Point no. 2	The bidder should have registered a minimum consolidated turnover of an average of Rs. 2 Crores or above in last three years.	Relaxation in Prior experience and annual turnover under MSME Exemption Ref: Ministry of Micro, Small & Medium Enterprises (MSME), Policy Circular No. 1(2)(1)/2016-MA Dt. 10th March 2016 - Para 16 of Public Procurement Policy for Micro and Small Enterprises Order 2012(copy attached) Request to Consider: Consolidated turnover of an average of Rs.2 Crores or above in last two years instead of three years. OR consolidated turnover of an average of Rs.1.4Crores or above in last three years instead of 2 crores (Relaxation of 30% for MSMEs).	The subject clause stands as per RFP.
2	--	--	Consortium	Whether consortium is allowed to bid for this project?	Please refer to Corrigendum.

3	7	Point no. 2 Objective	To provide an opportunity to staff members to upgrade their skills and redefine their attitude.	How many employees do you intend to train through the elearning solution?	Currently Bank is having a staff strength of approximately 21,000 who may be trained using the eLearning Solution. The selected bidder is expected to keep provision for all of them.
4	26	g. HRMS	The integration with HRMS should be done with necessary security so that no unauthorized person is able to access HRMS/elearning modules or contents.	Can you tell us more about the HRMS system that the bank uses?	API details for integrating with HRMS application of the Bank will be shared with the selected bidder for credential verification.
5	26	ii. Technical Functional Requirements (g)	Classroom training content /trainer repository	Which features specific to classroom training are you looking at? Is classroom training management along with management of materials relevant to classroom training a part of this scope?	The subject clause stands deleted from current Scope of Work.
6	26	ii. Technical Functional Requirements (k)	Reports/MIS	Are there any specific reports/ reporting formats that the bank is looking for?	The necessary format will be shared with the selected bidder.
7	26	ii. Technical Functional Requirements (q)	The application must be device agnostic and accessible through desktops/ browsers / mobiles /tabs / ipads etc	Is the bank looking for a mobile app too or just a responsive platform?	Bank is planning to implement an e-Learning Solution as well as mobile app and develop e-learning content as per the specifications provided in the RFP.

8	27	2 Business functionalities (ii)	<p>Content development and Authoring Tools (text, pdf, video, audio, gamification etc.). Content development for eLearning solution is primary responsibility of the selected bidder. However, Bank shall provide the basic course material for this purpose. Content developed by the bidder shall be finally approved by Bank.</p>	<p>There are a few questions here:</p> <p>A. We understand the the bidder will develop the content using authoring tools? Does the bank also need access to authoring tools?</p> <p>B. We believe about 200 hours of eLearning content will need to be created. what is the bank's estimate of implementing all 200 hours? i.e within what timeline does the bank intend to deploy all 200 hours of eLearning.</p> <p>C. What will be the distribution ratio of levels of eLearning content for the bank (Level 1: Level 2: Level 3).</p> <p>D. Is the bank also looking at the vendor to develop other kinds of content apart from SCORM compliant eLearning content, such as video footages, presentations, word docs, pdf manuals?</p> <p>E. Will the bank provide SMEs for content development? or will the vendor be responsible for sourcing subject matter experts for the specific topics?</p> <p>F. Will there be any translation involved in this case? if yes, what languages? Will voice over be a part of the course and the translations as well.</p>	<p>A. Bank does not have any requirement of authoring tool for use by its employee (s) in current scope of work of the RFP.</p> <p>B. 200 hours is indicative only and is used only for calculation of TCO.</p> <p>C. Please refer to Scope of Work (Clause no. G viii.)</p> <p>D. Content developed through the solution should be interactive, easy to understand & upto the mark as specified in the RFP.</p> <p>E. Please refer to Page no. 36 (Methodology & Timeline clause) of subject RFP.</p> <p>F. Translation is involved and it should be from English to Hindi & vice-versa. Voice-over will be a part of the course & the translations as well.</p>
9	27	2. Business functionalities (V)	<p>To supply eLearning Application consisting of EARNING SOLUTION with flexibility to integrate</p>	<p>When you suggest news and announcements, what are the sources that you would like to integrate with the LMS?</p>	<p>The selected bidder has to integrate latest finance & business news & announcements and</p>

			Collaboration tools like Announcements, News (Display custom new Forum, Chat rooms, content from dynamic online sources), Discussion blogs, online debates and virtual classroom etc.		updated regulatory guidelines with the eLearning Solution.
10	31	Feedback and helpdesk (viii)	Ticketing facility (Call lodge) / onsite support / on call support	What kind of on-site support are you looking at? Usually, the ticketing facility allows a user to raise a ticket online. However, for on-site support usually a person is stationed at the bank and that has cost implications as well.	The bidder has to provide well qualified and experienced on-site (as and when required) team for Technical Operations, Application Development and Help desk.
11	31	Collaboration tools and other functions (xi, xii)	System should have a capability to manage webinars lxii. System should have the capability to conduct Virtual Training using virtual class rooms.	For webinars and virtual training using virtual classroom, we usually use third party software integrations which are charged on top of the existing user based pricing.	Webinar & Virtual training are not covered in current scope of work.
12	32	Collaboration tools and other functions (xxi)	Bank has developed "Chatbot" Tool. The proposed Search Engine to be linked to Bank's Chatbot"	Can you provide the details and technical specifications of the bank's Chatbot for us to understand the integration possibilities.	The API details will be shared with the selected bidder.
13	33	Technical Requirements (i,vi)	The bidder to provide recommended infrastructure details for deploying the proposed solution on its Cloud infrastructure.	We believe the bidder will be hosting the LMS in their own cloud. Please confirm.	The subject RFP clause is self-explanatory.

14	34	Technical requirements (v)	Considering expected number of calls / day, the help desk should be manned with minimum 2 persons dedicated to work for the Bank and should be available from 8.00 AM to 10.00 PM (as and when required).	Is it required for the helpdesk to be in the bank's site or can it be remote?	The helpdesk will be manned at the selected bidder's premises.
15	NA	NA	NA	Can bid be submitted through private courier service providers?	Bid submission as per the mentioned schedule is the sole responsibility of the bidder. Bank is nowhere responsible for the same.
16	8	3 Eligibility Criteria	Manufactured Authorization Form from OEM / OSD must be provided on their letter head.	If bidder is an OEM what he should submit against this clause? Is this clause valid for OEM?	In case bidder is an OEM, an undertaking in the bidder company's letterhead in the format as per Annexure – III is to be submitted by the bidder.
17	9	3 Eligibility Criteria	The bidder will be required to showcase SCORM Compliant eLearning developed by them, to the Bank's evaluation team.	Does bidder need to send CD of sample courses along with technical bid or need to show case during technical presentation?	The bidder will have to do technical demonstration during technical bid evaluation.
18	9	3 Eligibility Criteria	The Bidder must be able to assign a dedicated team to the Bank's project. The Bidder must have a Subject Matter Expert (SME) who has at least	Can bank help us with format of undertaking? Does bank expect to write details of team (like name, qualifications, experience) in this undertaking or only assurance that dedicated team and SME	Please refer to the corrigendum.

			3 years of experience in learning & development.	will be assigned after signing contract.	
19	9	3 Eligibility Criteria	The Bidder should have all necessary licenses, permissions, consents, no objections, approvals as required under law for carrying out its business as on date of submission of the bid.	Can bank help us with format of undertaking?	Please refer to the corrigendum.
20	25	28.I.f Scope of Work – IMPLEMENTATION	The bidder should be in a position to provide a complete e-Learning Solution. The proposed application should support minimum 5,000 concurrent users with scalability to meet future needs. Bank may increase the concurrent user base on certain period up to 12,000 as per the need (for example, during promotion process or online exams). The administrator of solution should have privilege to restrict or permit access to selected user to selected options.	Does it mean that the admin should have facility to configure the concurrent user setting?	The subject RFP clause is self-explanatory.

21	25	28.i Scope of Work – IMPLEMENTATION	f.The bidder should be in a position to provide a complete e-Learning Solution. The proposed application should support minimum 5,000 concurrent users with scalability to meet future needs. Bank may increase the concurrent user base on certain period up to 12,000 as per the need ...	What will be the total number of users for the Learning platform?	Approximately 21,000
22	26	28.l.g Scope of Work – IMPLEMENTATION	The bidder has to provide an administrative module for creating/uploading the courses, registration of the users for the courses individually or batch wise. The solution should provide facility to maintain user profile independently and /or integrated with Bank's HRMS package. The integration with HRMS should be done with necessary security so that no unauthorized person is able to access HRMS/e-learning modules or contents. The solution should have access through internet or intranet. Bank's HRMS system should be able to fetch MIS reports and data from e-	1. How will the user be added in the system, by using the HRMS or by registration process or both?2. Do you want to generate the LMS MIS through HRMS system?	1. The API details for integrating with HRMS will be shared with the selected bidder. 2. eLearning Solution's MIS will be generated through the proposed solution. However, it may be required to interface with existing HRMS, if required by Bank.

			learning solution, when integrated with HRMS		
23	27	28.ii.2.vi Scope of Work - Business Functionalities	Capability to host & support separate instances, as and when required, for external entities / users with due verification of credentials.	Could you please elaborate this? As per our understanding, you want facility to create the separate LMS server for external user as when required.	The subject clause stands deleted from the Scope of Work of the RFP.
24	27	28.ii.2.vii Scope of Work - Business Functionalities	The solution should support any 3rd party courseware or Bank's in-built courseware, which may or may not be AICC / SCORM compliant.	Could you please share more details about the courseware so that we understand the format? Are the courses SCORM compliant.	The API details will be shared with the selected bidder.
25	27	28.ii.2.viii.d Scope of Work - Business Functionalities	Capability to integrate inputs from various sources & aggregating data dash board generation.	Could you please elaborate more, which kind of integration you are looking for?	Integrations will be done with Bank's in-house applications like Single Sign On, HRMS etc.
26	31	28.ii.3.xxii Scope of Work – TECHNO-FUNCTIONAL REQUIREMENTS – Functional Requirement – COURSE	Should have a facility to link with external entities / sites while creating courses	Are you looking for specific external sources, could you please the names of the external entities?	The details will be shared with the selected bidder.
27	31	28.ii.3.lxi Scope of Work - TECHNO-FUNCTIONAL REQUIREMENTS - COLLABORATION TOOLS & OTHER FUNCTIONS	System should have a capability to manage webinars	Are you looking for particular tool for integration (e.g.: Zoom, GoTo Meeting etc.)?	Webinar is not covered in current scope of work.

28	32	28.4.A Scope of Work - Technical Requirement	Integration / Migration Requirements with existing systems	For Integration / Migration Requirements, we have identified the HRMS system. Is there requirement for integration with any other system for Integration / Migration? if yes please provide us the details for the same	The subject RFP clause is self-explanatory.
29	32	28.4 Scope of Work - Technical Requirement	The bidder to provide recommended infrastructure details for deploying the proposed solution on its Cloud infrastructure.	Is provision of cloud infrastructure in the scope of work? If provision of cloud is in the scope of bidder, can bank provide few top cloud providers list so that bidders have to choose out of the list only as we found in many cases bidders offer local cloud service providers which are very cheaper than international level cloud providers so the commercial competition becomes unfair for bidder quoting for best cloud service provider.	Please refer to Scope of Work (Page no. 32, Clause no. 4 (Technical Requirements))
30	33	28 Scope of Work- Solution Management & Help Desk requirements	Considering expected number of calls / day, the help desk should be manned with minimum 2 persons dedicated to work for the Bank and should be available from 8.00 AM to 10.00 PM (as and when required)	Should Help desk be available on holidays/sat/sun too?	The subject RFP clause is self-explanatory.
31	35	28.ii.4.G SCOPE OF THE WORK - TECHNO-FUNCTIONAL REQUIREMENT	v. Bank shall not pay any additional cost for updation / modification of course content of E-LEARNING SOLUTION. However, the same will be covered under Warranty & ATS.	There should be some limit for the updation/modification like number of changes/modification without any additional cost. And for changes above the limit there should be some charges.	The subject RFP clause is self-explanatory.

32	35	28.ii.4.G SCOPE OF THE WORK - TECHNO-FUNCTIONAL REQUIREMENT	i. Give E-LEARNING SOLUTION customized for the Bank and design and development of 200 hours of SCORM/AICC ...	Please specific how 1 hour of content is calculated. Example one our seat time = one hour of e-content or few number of screens = one hour of e-content.	1 hour content may be referred as approximately 30-35 screens / slides or video / audio etc. of similar length
33	35	28.ii.4.G: SCOPE OF THE WORK - TECHNO-FUNCTIONAL REQUIREMENT - Technical Requirements - Content Development	NA	For discussions with Bank's SME can it be done online via web meetings? Or would we have to do in person meetings with the SMEs? If in person meetings are required what locations within India would we need to travel for the meetings?	The details will be shared with the selected bidder.
34	35	28.ii.4.G: SCOPE OF THE WORK - TECHNO-FUNCTIONAL REQUIREMENT - Technical Requirements - Content Development	NA	We assume that the courses have to be developed only in Indian English language and will have Indian English audio. Will the courses have machine audio or professional human audio?	Machine audio in both English & Hindi languages.
35	35	28.ii.4.G SCOPE OF THE WORK - TECHNO-FUNCTIONAL REQUIREMENT - Technical Requirements - Content	vi. Indicative definition for Levels for e-learning content	Will the video in Level 2 be animated videos with illustrated characters/photos or would the videos have actual live artists/bank staff? If the videos are of live artists/bank staff would the bank provide the videos are do we need to record them?	The video in Level 2 be animated videos with illustrated characters/photos or would the videos have actual live artists/bank staff. The videos may be

		Development			provided by the Bank or recorded by the selected bidder (as and when required).
36	36	28.ii.4.G SCOPE OF THE WORK - TECHNO-FUNCTIONAL REQUIREMENT - Technical Requirements - Content Development	Methodology & Time-Line	Is the time-line given in the RFP for development of 1 hour eLearning course? As per the timeline 1 week has been provided for storyboard and 1 week for Alpha development. This timeline would be challenging for a 1-hour course. Can you please make storyboarding timeline for 1 hour of course as 2 weeks and Alpha development timeline as 3 – 4 weeks.	The subject clause stands as per RFP.
37	58	ADOPTION OF INTEGRITY PACT	ADOPTION OF INTEGRITY PACT	Should the Integrity pack be printed on a stamp paper? If yes do, we need to use INR 100 or INR 500?	The Integrity Pact should be submitted on a stamp paper of requisite value as per format given in Annexure – XVI.
38	85	Annexure – XVIII ELIGIBILITY COMPLIANCE	9. The Bidder must be able to assign a dedicated team to the Bank's project. The Bidder must have a Subject Matter Expert (SME) who has at least 3 years of experience in learning & development.	We assume the SME in this clause means a SME with expertise in eLearning and not with the Bank related content. The Bank will assign their own SME who would provide the content.	Please refer to Methodology & Timeline clause (Pg no. 36) of subject RFP.
39	89	Annexure XVII Non-Disclosure Agreement	Regarding execution on stamp paper	Do we need to submit the NDA document executed on stamp paper as part of our bid? Or it needs to be executed on stamp paper after the project is awarded? For bid can the NDA be executed on company letterhead.	NDA should be submitted by the bidder during submission of bid documents executed on stamp paper of requisite value.

40	100	Commercial Bid	Content Development of 1 hour (Level 1 – 70% and Level 2 – 30%) 1 hour cost should be derived as per Clause no. G (vii)	There should be provision to quote separate price for L1 and L2 content development. Later stage bank can derive 1 hour cost as per clause G but bidder should have provision to quote separately for L1 and L2 level content development	Please refer to revised commercial given in corrigendum
41	25	1.a) IMPLEMENTATION	The e-Learning Solution should involve various components including supply of licenses for and implementation of Application Software and other necessary modules / software or development from grounds up, development of interfaces and customizations	What are the other modules referring here?	Licences & End-to-end Implementation costs to be borne by the selected bidder.
42	26	1.g) IMPLEMENTATION	The solution should have access through internet or intranet. Bank's HRMS system should be able to fetch MIS reports and data from e-learning solution, when integrated with HRMS	Which HRMS platform currently implemented in Bank.	The API details will be shared with the selected bidder.
43	27	2.iv Business functionalities (ii)	To customize the application suitable to the Bank requirements	Notify the complete customization requirement.	The customization will be done as mentioned in Scope of Work of subject RFP.
44	27	2.viii.d) Business functionalities (ii)	The solution should support any 3rd party courseware or Bank's in-built courseware, which may or may not be	Please specify the courseware with exact name because it requires	The details will be shared with the selected bidder. (check above)

			AICC / SCORM compliant.		
45	27	2.viii.f) Search Engine / Knowledge Management	Business Functionalities	Is there any knowledge management system and what search criteria and which platform you search for?	The details will be shared with the selected bidder.
46	28	3.x COURSE	Maintain and update course catalogue (Internal and course catalogues)	Is this version management and control you are talking about. Please specify and elaborate.	The subject RFP clause is self-explanatory
47	29	3.xx COURSE	Should have built-in authoring tools to develop SCORM / AICC / ELEARNING SOLUTION compatible e-Learning content (latest version of SCORM as at the time of development).	What is your expectation for authoring tool	Bank does not have any requirement of authoring tool in current scope of work of the RFP.
48	29	3.xxii COURSE	Should have a facility to link with external entities / sites while creating courses	Please specify the requirement	The details will be shared with the selected bidder.
49	32	3.lxxi COURSE	Bank has developed "Chatbot" Tool. The proposed Search Engine to be linked to Bank's "Chatbot"	Please share the platform of chatbot	The details will be shared with the selected bidder.
50	37-38	Step-V Methodology & Time-Line	After approval of the Beta version by the SME, Bank's E-LEARNING SOLUTION Test version will have to be developed and delivered by the Selected bidders to	Please specify if there is requirement for localization of the module	The subject RFP clause is self-explanatory.

			training department. The maximum time frame for completing the Bank's E-LEARNING SOLUTION Test version would be 3 days from the date of approval of Beta version. This E-LEARNING SOLUTION version is to be checked by training department for its portability and technical quality. The observations, if any, have to be effected by the selected bidder		
51	74	Annexure-VIII Undertaking to abide by all by-laws / rules / regulations (TO BE EXECUTED ON NON-JUDICIAL STAMP PAPER OF REQUISITE VALUE)		Please specify the amount of NON – JUDICIAL STAMP PAPER	The amount of non-judicial stamp paper should be of requisite value as per the State Law.
52	82	Annexure – XVI PRE CONTRACT INTEGRITY PACT (To be stamped as per the Stamp Law of the Respective State)		Please specify the amount of the stamp	The amount of non-judicial stamp paper should be of requisite value as per the State Law.

53	89	Annexure – XVII: NON-DISCLOSURE AGREEMENT (To be executed on non-judicial stamp paper of requisite value)		Please specify the amount of NON – JUDICIAL STAMP PAPER	The amount of non-judicial stamp paper should be of requisite value as per the State Law.
54	Page No 8	Part IV .28 i.(a) Scope of Work - Implementation	Bank is planning to implement an e-Learning Solution as well as mobile app and develop e-learning content as per the specifications provided in Annexure – XIX & XX "Technical Specifications".	There are no specifications for content (modules) provided in Annexure XIX	The participating bidder should provide its compliance (Yes / No) for each of the line items mentioned in Scope of Work (Part – IV) of this RFP to be eligible for evaluation of Commercial Bids
55	Page 28	Course (xi) 3. Functional Requirements	Allow users to download course materials for offline training in an encrypted format. Reading of the downloaded content (offline content) should be controlled by an application only through E-LEARNING SOLUTION. The user offline learning activity to be synchronized back into the E-LEARNING SOLUTION via plugin, on logging into the Internet	This facility is required on the portal or mobile app	Required for both portal and mobile app
56	Page	5. (xxvi) Submission of Offer	Bidder must have back to back support relation with	Here it is mentioned that support is required for 7 years whereas the contract period is	A commitment letter from the OEM / OSD

	No 15		the OEM / OSD whose products are offered by the bidder to the Bank, in case the bidder is not an Original Equipment Manufacturer (OEM)/OSD (Original Solution Provider). A commitment letter from the OEM/OSD at least for a period of 7 years has to be submitted along with the Technical bid.	for 5 years. Please clarify	which will be valid throughout the entire contract period.
57	Page No 26	i(g) i. Implementation	The solution should provide facility to maintain user profile independently and /or integrated with Bank" s HRMS package. The integration with HRMS should be done with necessary security so that no unauthorized person is able to access HRMS/e-learning modules or contents. The solution should have access through internet or intranet. Bank's HRMS system should be able to fetch MIS reports and data from e-learning solution, when integrated with HRMS.	Please provide the bank's HRMS software technology details	The API details will be shared with the selected bidder.
58	Page No 26	1.Salient Features (p) ii. Techno Functional	Should support low bandwidth such as 128 kbps	It is not possible to run HD videos and similar content at 128 kbps. Please clarify which content is required to run at this speed.	Proposed content must be available on 128 kbps bandwidth

		Requirements			
59	8	7 ELIGIBILITY CRITERIA	The Bidder / the OSD (where bidder is the System Integrator) should have developed e-learning courses using rapid development tools. The Bidder should have developed and delivered AICC / SCORM compliant custom e-learning content for at least 2 organisations including Banks.	We have developed E-Learning Courses for Higher Edu / K12 / Corporates. We will suggest to having the clause as eLearning content has to be developed for any sector, not specific to Bank.	The subject clause stands as per RFP.
60	26	f Salient Features	Course creator/editor tool content authoring	Kindly let us know what content types will be used in Mobile app so that we could work on encryption. We would encourage to go with Open Source Platform like Moodle which is being widely used by Corporates, K12, Higher Ed, Govt. Organization, Banks etc. Benefit of using Moodle - Designed to support both teaching and learning Always Up-To-Date Easy to Use Community Support Great Documentation And Forum Support Highly Flexible And Fully Customizable Moodle in your language Use any time & anywhere on any device Interoperability	Bank does not have any requirement of authoring tool in current scope of work of the RFP. However, it is the decision of the selected bidder to use any platform of their choice. In case any support, patches etc. be required in adherence to regulatory or audit compliance, it should only be carried out by the selected bidder. If any penalty is imposed

					on Bank for using non-commercial version of software for commercial use, the same should be passed to the selected bidder only.
61	28	lii Functional	Customize branding, navigation, look & feel, etc. for each domain via configuration settings (and not customization). Client must be able to configure this without selected bidder assistance	Does Learning Management system require Multi-Tenancy System where different B2B clients can be created each managing its own tenant.	The subject RFP clause is self-explanatory.
62	28	Viii Functional	System should support creation of multiple instances (for internal / external users)	Do we need multi-tenant installation where new tenants be created and each tenant managing its own users?	The subject clause stands deleted from the Scope of Work of the RFP.
63	28	Xix Course	Should provide administrative segregation between domains – the ability to restrict admin access across domains or to allow it in any desired combination	We need more clarification on the feature that is expected.	The subject RFP clause is self-explanatory

64	32	Integration / Migration Requirements with existing systems	<p>The proposed application has to be integrated with Bank's HRMS/email systems/any other sites / services /platform, as required by Bank. The Integration / Migration to be done without any additional cost to the Bank. The existing user's database, activities, digital content (e-Lessons, e-Capsule & Mobile nuggets, Tests & Assessments, Quizzing modules, Digital content Libraries) etc., has to be migrated into the proposed application and the bidder has to provide a suitable migration plan to retain the users details, Lesson & Test access/ completed activities in the proposed system.</p>	<p>As per this clause can you please give the details which other system we have to integrate and on what platform these systems are developed, and content created. Are you using standard centralised Authentication process for all the applications like LDAP, SAML2 etc.?</p>	<p>The API details will be shared with selected bidder.</p>
----	----	--	---	--	---

65	28	xi COURSE	Allow users to download course materials for offline training in an encrypted format. Reading of the downloaded content (offline content) should be controlled by an application only through E-LEARNING SOLUTION. The user offline learning activity to be synchronized back into the E-LEARNING SOLUTION via plugin, on logging into the Internet	Kindly let us know what all content types we will be using in Mobile app as algorithm for content encryption will be finalised accordingly	Similar content must be available across the platform.
66	26	I Business Functionalities	To provide e-Learning Application software (E-LEARNING SOLUTION), Development & Support, Onsite Operations, System Management, IT Infrastructure Management & Support should be provided for 1 years" warranty and 4-year ATS.	Will it be possible to provide remote support and be present physically as and when required?	The subject RFP clause is self-explanatory
67	31	Lxxi SEARCH ENGINE	Bank has developed "Chatbot" Tool. The proposed Search Engine to be linked to Bank's "Chatbot"	Please confirm the framework and technology stack that has been used to create Chatbot	The details will be shared with the selected bidder.
68	8	3 Eligibility Criteria	Bidder should have positive net worth for last three financial years (2015-16, 2016-	We will request you to amend this clause and have the average net worth for last 3 Financial year should be positive.	The subject clause stands as per RFP.

			17 & 2017-18).		
69	28	lii Functional	Customize branding, navigation, look & feel, etc. for each domain via configuration settings (and not customization). Client must be able to configure this without selected bidder assistance	Need to understand what domain in terms of UCO bank	The domain of Proposed E-Learning solution configured for UCO Bank.
70	32	Xi Technical	The bidder should be able to create, allocate & manage additional portal/ application instances, if required.	What is additional portal / application means?	Apart from UAT and Production instance, Bidder should be able to create, allocate and manage additional instances for specific users and contents as when required by Bank.
71	32	i Technical	The bidder to provide recommended infrastructure details for deploying the proposed solution on its Cloud infrastructure.	Does bank have any preference for cloud provider? Does bank want the bidder to host it on AWS / Azure or it could be any cloud server?	The bidder should host proposed solution on its cloud infrastructure.
72	27	V Business Functionalities	To supply e-Learning Application consisting of E-LEARNING SOLUTION with flexibility to integrate Collaboration tools like Announcements, News (Display custom new content from dynamic online sources), Discussion Forum, Chat rooms, blogs, online	How many licenses are required for virtual classroom? and usage of virtual classroom	The subject RFP clause is self-explanatory. The no. of licenses will be factored by bidder as per the application & RFP requirements.

			debates and virtual classroom etc.		
73	27	C Functional	Capability to provide application access through Internet / Intranet across platforms viz., Desktops/ PDAs/ TABs/ Mobiles etc.,	Do we need a desktop version? if So, how many systems have these Capability	Bank is planning to implement an e-Learning Solution as well as mobile app and develop e-learning content as per the specifications provided in the RFP.
74	27	Vii Business Functionalities	The solution should support any 3rd party courseware or Bank's in-built courseware, which may or may not be AICC / SCORM compliant.	Should these Courseware and Banks in-Built Courseware are LTI compliant?	LTI - Learning Tools Interoperability is an education technology std developed by IMS Global Learning Consortium. It specifies a method for a learning system to invoke and to communicate with external systems. An LMS may use LTI to host course content and tools provided by external, 3rd party systems on a website, without requiring a learner to log in separately on the external systems, with information about the learner and learning context shared by LMS with external systems.

75	29	Xx Course	Should have built-in authoring tools to develop SCORM / AICC / E-LEARNING SOLUTION compatible e-Learning content (latest version of SCORM as at the time of development).	As a standard practice, we will recommend publishing the content using professional tools and then publish them in LMS compliant format. So that, it can be upload with any LMS system.	Bank does not have any requirement of authoring tool in current scope of work of the RFP.
76	28	Vi Functional Requirement	Should host videos/ audios and able to deliver over low bandwidth (streaming capabilities) with tracking mechanism	Third party repository like vimeo & kaltura is good for hosting Video & Audio which having tacking mechanism and can deliver on Low bandwidth	The subject clause is self explanatory.

77	26	28-i-g Scope of Work-Implementation	<p>The bidder has to provide an administrative module for creating/uploading the courses, registration of the users for the courses individually or batch wise. The solution should provide facility to maintain user profile independently and /or integrated wit/or integrated with Bank's HRMS package. The integration with HRMS should be done with necessary security so that no unauthorized person is able to access HRMS/e-learning modules or contents. The solution should have access through internet or intranet. Bank's HRMS system should be able to fetch MIS reports and data from e-learning solution, when integrated with HRMS.</p>	<p>Is this solution going to be hosted over cloud managed by Bidder? In case of On-Premise deployment, do we need to share the required hardware specs for the same.</p>	<p>The Learning Management Solution will be hosted over cloud managed by bidder. However, during integration with Bank's HRMS application, the required API details will be shared with the selected bidder.</p>
78	26	28-ii-1-f Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Salient Features	<p>Course creator/editor tool content authoring</p>	<p>How many content authoring tool licenses are required?</p>	<p>Bank does not have any requirement of authoring tool in current scope of work of the RFP.</p>

79	26	28-ii-1-I Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Salient Features	Data export from e-learning	We understand you would want to export data in reports regarding completion of assigned e-learning. Kindly confirm..	The subject clause is self-explanatory.
80	27	28-ii-2-vi Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Business Functionalities	Capability to host & support separate instances, as and when required, for external entities / users with due verification of credentials.	Are you looking for a multi tenancy approach where separate client instances would be maintained within LMS?	The subject clause stands deleted from the Scope of Work of the RFP.
81	27	28-ii-2-vii-f) Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Business Functionalities	Search Engine / Knowledge Management	You can maintain a library of documents which can be demarcated using file type tags.	Search Engine will be provided in order to search the content in the materials available in Learning Management Solution as well tenants integrated.
82				Else, if you would want us to set up complete KMS that would be a separate requirement.	Query is not admissible
83	28	28-ii-3-iv Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Functional Requirements	Create custom home page and other portal page designs based on target populations	Is this reference to different login pages for every client instance?	Administrator of E-LEARNING SOLUTION has capability to create custom home page based on ROLE and Privilege of client instances, but the login page is same.

84	28	28-ii-3-v Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Functional Requirements	Modular to allow implementation of certain functionality / feature for certain groups or domains of users. It should also allow easy addition or removal of functionality	We understand that every domain would have specific modules. Kindly confirm.	The subject clause is self-explanatory.
85	28	28-ii-3-vii Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Functional Requirements	Provision to create personalized home page/ calendar / personal dash boards	Admins can make selections from available dashlets to personalize their home page. Personalized calendar would mean instructors would have visibility of trainings which have been assigned to them. Kindly confirm on our understanding.	The subject clause is self-explanatory.
86	28	28-ii-3-x Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Functional Requirements-Courses	Maintain and update course catalogue (Internal and course catalogues)	This would mean that Admin can create courses or upload courses created from various 3rd party authoring tools/ Off-the-Shelf courses)	Bank does not have any requirement of authoring tool in current scope of work of the RFP.

87	28	28-ii-3-xi Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Functional Requirements-Courses	Allow users to download course materials for offline training in an encrypted format. Reading of the downloaded content (offline content) should be controlled by an application only through E-LEARNING SOLUTION. The user offline learning activity to be synchronized back into the E-LEARNING SOLUTION via plugin, on logging into the Internet	Users would be allowed to download SCORM courses within the app memory and progress sync would be linked automatically. Kindly confirm on this point.	All courses based on Javascript platform have the capability to synchronized user offline learning activity back into the E-LEARNING SOLUTION via plugin, on logging into the Internet. The offline contents are encrypted and can only be accessed through e-learning offline utility and if the content is interactive, the user response will be stored in utility / application memory and will be synchronised once online.
88	28	28-ii-3-xii Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Functional Requirements-Courses	Courses/ Lessons/ contents may be downloaded only when allowed. These features may be easily customizable by the respective administrator of the E-LEARNING SOLUTION.	Which all course types i.e. SCORM Compatible courses, .PPT, .PDF etc. would have configurable options to download.	The administrator of the E-LEARNING SOLUTION should have access to configure options to download for all courses/lessons/contents .

89	28	28-ii-3-xvi Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Functional Requirements-Courses	Maintain classification of courses based on content type, author, org unit etc.	Is this course filtration based on different attributes?	Yes, Courses should be classified on different attributes. The attributes will be shared with selected bidder.
90	29	28-ii-3-xxxiv Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Functional Requirements-Tests	The tests should allow images and other digital assets to be linked to questions, randomize questions from a pool to make a test, randomize answer order for multiple choice questions,	Currently, Admin can create tests using variety of question types which would be randomized based on levels and tags however answers would not be randomized, will this suffice your need. Else, this would be handled via. Customisation.	The subject clause stands as per RFP.
91	30	28-ii-3-xli Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Functional Requirements-Users	Restrict the user registration or Login into the portal based on the eligibility	Can you elaborate on eligibility to login within LMS.	The access will be granted as per access matrix which will be shared with the selected bidder. Types of users will be identified on basis of user role / power.
92	30	28-ii-3-xxiv-c Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Functional Requirements-Users	Download / Upload of e-Learning content	Do you want to enable SCORM course download for Admin as well as Learners. Kindly confirm.	Courses/ Lessons/ contents may be downloaded only when allowed. These features may be easily customizable by the respective administrator of the E-LEARNING SOLUTION.

93	30	Xlix Integration	Should be able to integrate with Bank Single Sign on (SSO) system and HRIS system or other internal sites of the bank	Kindly specify which HRIS system is used by the bank. Also, One way or Two Integration is required with HRIS system. Kindly confirm.	The API details will be shared with the selected bidder.
94	31	28-ii-3-li Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Functional Requirements-AGGREGATION OF TEST COMPLETION / SCORES	Capability to upload test completion / scores input from sources other than E-LEARNING SOLUTION and aggregation for final score calculation through E-LEARNING SOLUTION	Can you please detail the sources with which we would need to integration to fetch in completion results of the users within our LMS?	The Bank has in-house Online Exam Module. The details will be shared with the selected bidder.
95	31	28-ii-3-lx Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Functional Requirements-COLLABORATION TOOLS & OTHER FUNCTIONS	Provision to link Social and Collaborative learning sites	With which all social sites you want LMS to be integrated with? We assume users can share their achievements on their social sites as well such as Facebook and Twitter etc.	The details will be shared with the selected bidder.
96	31	28-ii-3-lxi Scope of Work-TECHNO-FUNCTIONAL REQUIREMENTS-Functional Requirements-COLLABORATION TOOLS & OTHER FUNCTIONS	System should have a capability to manage webinars	How many instructor licenses (concurrent) are you looking for and how many participants in each session?	The subject clause stands deleted.

97	8	Clause no. 3, Point no. 2 Eligibility Criteria	The Bidder should have registered a minimum consolidated turnover of an average of Rs. 2 crores or above in the last three years including e-learning business i.e. 2015-16, 2016-17 & 2017-18. This must be the individual company turnover and not of any group of companies.	We would request UCO Bank to consider the audited financial statements of the last 3 financial years, i.e. 2016-17, 2017-18 & 2018-19 for evaluating the bids. Please confirm the acceptance of our request.	The subject clause stands modified as under: "The Bidder should have registered a minimum consolidated turnover of an average of Rs. 2 crores or above in the last three years including e-learning business i.e. 2016-17, 2017-18 & 2018-19. This must be the individual company turnover and not of any group of companies. Proof of Documents: Copy of audited balance sheet of the financial years 2016-17, 2017-18 & 2018-19. (Provisional balance sheet for 2018-19 to be submitted for those bidders who do not have audited balance sheet for 2018-19.)"
98	8	Clause no. 3 Eligibility Criteria	Bidder should have positive net worth for last three financial years (2015-16, 2016-17 & 2017-18).	We would request UCO Bank to consider the audited financial statements of the last 3 financial years, i.e. 2016-17, 2017-18 & 2018-19 for evaluating the bids. Please confirm the acceptance of our request.	The subject clause stands modified as under: "Bidder should have positive net worth for last three financial years

					<p>(2016-17, 2017-18 & 2018-19).</p> <p>Proof of Documents:</p> <p>Copy of audited balance sheet of the financial years 2016-17, 2017-18 & 2018-19.</p> <p>(Provisional balance sheet for 2018-19 to be submitted for those bidders who do not have audited balance sheet for 2018-19.)""</p>
99	8	Clause no. 3 Eligibility Criteria	<p>The Bidder / the OSD (where bidder is the System Integrator) should have developed e-learning courses using rapid development tools. The Bidder should have developed and delivered AICC / SCORM compliant custom e-learning content for at least 2 organisations including Banks</p>	<p>Please confirm if UCO Bank would consider international project experience of the bidder delivered by 100% owned subsidiary of the bidder for eligibility criteria compliance.</p>	<p>The subject clause stands as per RFP.</p>

100	32	Clause no. 4 Technical Requirements	<p>i. The bidder to provide recommended infrastructure details for deploying the proposed solution on its Cloud infrastructure.</p> <p>ii. To Install & Commission Web Servers, Application Servers, Load Balancers, Database Servers, Report Servers, File Servers, Resource Monitoring Servers and any other Servers as required for the proposed solution and Installation & Licensing of all related software, if any.</p>	<p>(a) Please confirm if the successful bidder has to provide DC and DR hosting services for the eLearning solution. If 'yes' can the data reside in DCs outside India?</p> <p>(b) If the answer to the above query is 'No' then we assume that UCO Bank will provide the DC and DR for hosting the solution. Please confirm our assumption.</p> <p>(c) Can MeitY approved CSP be proposed for hosting the eLearning solution?</p> <p>(d) Please confirm if it is mandatory to retain the data in India-based data center.</p>	<p>a) The bidder should provide DC and DR hosting services for the eLearning solution. The bidder should be able to manage the backup process between the Primary and DR Data Centres as required. The data cannot reside in DC outside India.</p> <p>b) Response to point (a) is self-explanatory.</p> <p>c) Yes, MeitY approved CSP for hosting the eLearning solution</p> <p>d) Yes, The data should retain in a India based data centre.</p> <p>e) Bank will not provide any hosting solution and the application will be hosted in bidder's cloud.</p>
-----	----	--	--	--	---

101	44, 45	Clause no. 34 PAYMENT TERMS	<p>>> No advance payment will be made.</p> <p>>> 70% of the total application cost & implementation after completion of successful installation, UAT, and Go Live of the e-Learning solution on Bank's network. The payment will be made on receipt of the invoices along with duly Completion Certificate.</p> <p>>> 20% of the total application cost & implementation after 3 months post GO Live.</p> <p>>> The balance 10% of the total application cost & implementation will be paid after the warranty period or on submission of a Performance Bank Guarantee (PBG) to the payment authority for equivalent amount till warranty period.</p>	<p>We would request UCO Bank to consider the following suggested payment terms:</p> <p>>> No advance payment will be made.</p> <p>>> 35% of the total application cost & implementation on handing over of the e-Learning solution for UAT. The payment will be made on receipt of the invoices along with UAT Submission Certificate.</p> <p>>> 35% of the total application cost & implementation after completion of successful installation and UAT sign-off of the e-Learning solution on Bank's network. The payment will be made on receipt of the invoices along with duly Completion Certificate.</p> <p>>> 20% of the total application cost & implementation after 1 month post GO Live.</p> <p>>> The balance 10% of the total application cost & implementation will be paid after the warranty period or on submission of a Performance Bank Guarantee (PBG) to the payment authority for equivalent amount till warranty period. Please confirm the acceptance of our request.</p>	The subject clause stands as per RFP.
102	26	Clause no. 28 SCOPE OF THE WORK	<p>ii. TECHNO-FUNCTIONAL REQUIREMENTS:-</p> <p>f. Course creator/editor tool content authoring</p>	Please clarify if the requirement is specific to content authoring or just managing the catalogue items?	The subject clause stands deleted.
103	27	Clause no. 28, Point no. 2 SCOPE	2. Business Functionalities vi.Capability to host &	The proposed solution has the ability to create domains and sub-domains. It has	The subject clause stands deleted from the

		OF THE WORK	support separate instances, as and when required, for external entities / users with due verification of credentials	also the concept of organizations and sub-organization which will help the Bank to split / separate data amongst different entities. But, it will not provide separate instance access within the application. Please confirm if the proposed solution meets the requirement.	Scope of Work of the RFP.
104	26		1. Salient Features:e. E-learning Management	Please confirm if there is a requirement for LCMS module or normal repository is fine?	Bank is planning to implement an e-Learning Solution as well as mobile app and develop e-learning content as per the specifications mentioned in RFP and Corrigendum.
105	26	ii. TECHNO-FUNCTIONAL REQUIREMENTS:-	1. Salient Features: l. Data export from e-learning	Please clarify / elaborate the requirement of exporting data from the e-Learning solution.	Reports/MIS, The format will be shared with selected bidder.
106	26	ii. TECHNO-FUNCTIONAL REQUIREMENTS:-	1. Salient Features: m. HRMS should be able to fetch MIS reports and data from e-learning solution	(a) Please provide more details of the envisaged integration and reporting format since this requires the eLearning solution to open up the data source to the UCO HRMS system. (b) In case an existing system is already in place then please explain as to how does the current system works.	The details will be shared with the selected bidder.
107	27	2. Business Functionalities	vi. Capability to host & support separate instances, as and when required, for external entities / users with due verification of credentials.	Please clarify as to how often would the external users allowed to access the system? What is the current system available for this type of access?	The subject clause stands deleted from the Scope of Work of the RFP.

108	28	3. Functional Requirements	viii. System should support creation of multiple instances (for internal / external users)	Please clarify as to how often would the external users allowed to access the system? What is the current system available for this type of access?	Apart from UAT and Production instance, Bidder should be able to create, allocate and manage additional instances for specific users and contents as when required by Bank.
109	29	TESTS	xxxii.E-LEARNING SOLUTION to have the capability to conduct an on-line evaluation/assessment of objective, subjective questions/ answers.	Please confirm if subjective questions is a mandatory requirement.How do you want the assessment of subjective question done?	E-LEARNING SOLUTION to have the capability to accept the responses from the users for the on-line subjective tests with an option for online assessment & review of the subjective tests by the test administrators.
110	29	TESTS	xxxiv. The tests should allow images and other digital assets to be linked to questions, randomize questions from a pool to make a test, randomize answer order for multiple choice questions,	How often the images will be presented in the questions? Can this be handled as SCORM content instead of test/assessment creation within LMS?	The subject RFP is self-explanatory.
111	31	FEEDBACK & HELP DESK	lvi. Built-in Help desk with escalation mechanism	Please clarify if the Bank expects a link within the eLearning solution to raise the tickets or is it fine that a separate module is provided for this activity?	The subject RFP is self-explanatory.

112	31	FEEDBACK & HELP DESK	lviii. Ticketing facility (Call lodge) / on-site support / on call support	Please confirm if on-site support team is required? If 'yes', clarify the support window, support locations and number of support resources required to be deployed at UCO Bank.	The bidder has to provide well qualified and experienced on-site (as and when required) team for Technical Operations, Application Development and Help desk.
113	31	SEARCH ENGINE	lix. Capability to provide Query response / resolution using automated mechanism like Chatbot etc.,	Please elaborate the Chatbot requirement in the LMS. What is the business impact if the LMS system does not have Chatbot?	The details of Chatbot will be shared with the selected bidder. The bidder should submit their bid as per Scope of Work mentioned in RFP and Corrigendum.
114	31	SEARCH ENGINE	lxx. User should be able to email/print/copy the result of the searched query.	Why is print is required in the Search engine results as this is going to be specific to user? Is this a critical requirement?	The bidder should submit their bid as per Scope of Work mentioned in RFP and Corrigendum. / Search is restricted to legitimate users only, therefore applications will be designed accordingly.
115	32	SEARCH ENGINE	lxxi. Bank has developed "Chatbot" Tool. The proposed Search Engine to be linked to Bank's "Chatbot"	We would need more techno-functional information for this scope of integrating the LMS search and an existing "Chatbot". We would request UCO Bank to treat this as a separate scope because with the current level of details it is very difficult to scope the work required to be done.	The details will be shared with the selected bidder.

116	32	4. Technical Requirements	xi. The bidder should be able to create, allocate & manage additional portal/application instances, if required.	There will be one UAT and one Prod instance shared with customer, for various groups however, a domain can be created that can have specific users and contents. Hope this meets the requirement, please confirm?	Apart from UAT and Production instance, Bidder should be able to create, allocate and manage additional instances for specific users and contents as when required by Bank.
117	33	B. Solution Management & Help Desk requirements	viii (a) Critical – Services related to the e-Learning solution and its allied services. Support for this should be provided within 30 minutes of lodging of complaint.	We would request the Bank to allow at least an hour to respond to critical support requests. Please confirm the acceptance of our request.	The subject clause stands as per RFP.
118	8	4	The Bidder should have implemented their e-Content Management Solution in at least any 1 scheduled commercial bank in India	If the requirement is only for 1 commercial Bank in India, why to submit documentary proof for 2 Organizations?	The Proof of Documents column for this clause stands modified as under:-"A detailed list on company letter head, including the customer details, year of implementation, brief description of the projects, etc. should be submitted. Documentary Proof for implementation of order/ contract execution copy for the organization (s).Copy of purchase order / completion certificate between the bidder and

					its client."
119	7	Sl. No. 4 under clause 3: The Bidder should have implemented their e-Learning Management Solution in at least any 1 scheduled commercial bank in India.	ELIGIBILITY CRITERIA	It is requested that clause be amended to allow International Banks e.g. World Bank and Govt. Institutes / Multilateral agencies to be included for qualification under this criteria.	The subject clause stands as per RFP.
120	7	Sl. No. 4 under clause 3: The Bidder should have implemented their e-Learning Management Solution in at least any 1 scheduled commercial bank in India.	ELIGIBILITY CRITERIA	<p>Does e-Learning Management Solution here refers to both Learning Management System (LMS) and e-Learning courses?</p> <p>Does it also include supply of the required hardware?</p> <p>We have developed e-Learning courses for number of scheduled commercial banks in India like Bank of Baroda, IDBI Bank. However, we have not developed the Learning Management System (LMS) for the above clients. We have developed LMS for other clients like the World Bank, UNDP, UNICE etc.</p> <p>Kindly let us know if we will be considered qualified under the said eligibility criteria.</p>	The subject clause stands as per RFP.

121	25	PART – IV 28. SCOPE OF THE WORK	i. IMPLEMENTATION	<p>Training of end users – Our understanding is that the 'end users' are the staff of UCO bank. Kindly confirm the same.</p> <p>We propose to provide an online guide on course navigation and other sections of the Learning Management System. Will this suffice the requirement? Or any other training is required? If yes, kindly elaborate the same.</p>	End users are the staff of UCO Bank.
122	27	<p>ii. TECHNO-FUNCTIONAL REQUIREMENTS</p> <p>ii. Content development and Authoring Tools (text, pdf, video, audio, gamification etc.). Content development for e-learning solution is primary responsibility of the selected bidder. However, Bank shall provide the basic course material for this purpose. Content developed by the bidder shall be</p>	2. Business Functionalities	<p>Please let us know if the Bank has any preferred Content development and Authoring Tools.</p>	Bank does not have any requirement of authoring tool in current scope of work of the RFP.

		finally approved by Bank.			
123	27	<p>ii. TECHNO-FUNCTIONAL REQUIREMENTS: vii. The solution should support any 3rd party courseware or Bank's in-built courseware, which may or may not be AICC / SCORM compliant.</p>	2. Business Functionalities	<p>Need more clarity. What format will these 3rd party courseware be in? If these courses are not in AICC/SCORM then they will first need to be converted and then loaded on the LMS. Is this acceptable to the Bank?</p>	<p>The details will be shared with the selected bidder.</p>

Corrigendum / Addendum

Sl No	Existing Clause	New Clause
1		<p>Consortium:</p> <p>The selected bidder may have a tie-up with any solution provider for providing the mentioned services. However, the selected bidder should have a relationship with the solution provider as an authorized reseller, distributor, and should have a back-to-back agreement to ensure that the total solution proposed is as a turnkey solution.</p> <p>The selected bidder may form a consortium and bid for the RFP document, as it is the Banks' expectation to implement and maintain the most appropriate solution and maintain policies and procedures to serve the Bank. However, in this case the Bank will deal with only the selected bidder as a single point of contact who shall have the sole responsibility for the entire assignment irrespective of the fact that it is only the part of the consortium. Each consortium shall name the bidder who shall have the single point responsibility for the consortium in their bid responses. The selected bidder shall have the single-point responsibility of the bid will be deemed to be the system integrator and will be deemed to play the lead role in the bid and shall have single point responsibility of the bid.</p> <p>The selected bidder shall mention in technical bid the details of contractor or sub-contractor in connection with the services required to be provided by the bidder. Under all circumstances, the selected bidder shall be responsible for misconduct / deficiencies in services rendered to Bank through the bidder selected or its sub-contractors. Bank reserves the right to reject work, which is not in conformity with its standards.</p>
2	RFP Pg no. 8, Clause no. 3, Eligibility Criteria point no. 4 (Proof of Documents): A detailed list on company letter	A detailed list on company letter head, including the customer details, year of implementation, brief description of the projects, etc. should

	<p>head, including the customer details, year of implementation, brief description of the projects, etc. should be submitted. Documentary Proof for implementation of order/ contract execution copy for the 2 organizations.</p> <p>Copy of purchase order / completion certificate between the bidder and its client.</p>	<p>be submitted. Documentary Proof for implementation of order/ contract execution copy for the organization (s).</p> <p>Copy of purchase order / completion certificate between the bidder and its client.</p>
3	<p>RFP Pg no. 8, Clause no. 3, Eligibility Criteria point no. 2 and Annexure – XVIII: The Bidder should have registered a minimum consolidated turnover of an average of Rs. 2 crores or above in the last three years including e-learning business i.e. 2015-16, 2016-17 & 2017-18. This must be the individual company turnover and not of any group of companies.</p>	<p>The Bidder should have registered a minimum consolidated turnover of an average of Rs. 2 crores or above in the last three years including e-learning business i.e. 2016-17, 2017-18 & 2018 -19. This must be the individual company turnover and not of any group of companies.</p> <p>Proof of Documents:</p> <p>Copy of audited balance sheet of the financial years 2016-17, 2017-18 & 2018-19.</p> <p>(Provisional balance sheet for 2018-19 to be submitted for those bidders who do not have audited balance sheet and Profit & Loss statement for 2018-19.)</p>
4	<p>RFP Pg no. 8, Clause no. 3, Eligibility Criteria point no. 3 and Annexure – XVIII: Bidder should have positive net worth for last three financial years (2015-16, 2016-17 & 2017-18).</p>	<p>Bidder should have positive net worth for last three financial years (2016-17, 2017-18 & 2018-19).</p> <p>Proof of Documents:</p> <p>Copy of audited balance sheet of the financial years 2016-17, 2017-18 & 2018-19.</p> <p>(Provisional balance sheet for 2018-19 to be submitted for those bidders who do not have audited balance sheet for 2018-19.)</p>

Note:

- All other terms & conditions, clauses of the subject RFP remain unchanged. The reply to pre-bid queries / clarifications / corrigendum / addendum & changes in the RFP clause mentioned hereinabove will be part & parcel of the RFP.

Place: Kolkata

Date: 21.08.2019

Undertaking by the bidder

(To be submitted on letterhead of the bidder as part of Technical Bid)

We _____ (Bidder's name), do hereby certify that we will assign a dedicated team to the Bank's project. We will have a Subject Matter Expert (SME) having at least 3 years of experience in learning & development.

Dated this ____ day of _____ 2019

Signature

(Company Seal)

In the capacity of

Duly authorized to sign bids for and on behalf of:

Undertaking by the bidder

(To be submitted on letterhead of the bidder as part of Technical Bid)

We, _____ (Bidder's name), do hereby certify that we do have all necessary licenses, permissions, consents, no objections, approvals as required under law for carrying out our business as on date of submission of the bid.

Dated this ____ day of _____ 2019

Signature

(Company Seal)

In the capacity of
Duly authorized to sign bids for and on behalf of:

(To be submitted with technical Bid)

Table 1: Calculation of weighted score

SI No	Level	Cost per hour of content (A)	Weights assigned (B)	Weighted quote (C = A X B)
1	Level 1	xx	70%	xx
2	Level 2	xx	30%	xx
Weighted Average Rate		Xx		

The "Weighted Average Rate" will be considered as primary parameter for techno-commercial evaluation.

Table 2: TCO Calculation

SI No	Description	Specific ation	Quantity (A)	Unit Cost (B)	Total Cost (C = A x B)	GST (% & Amount) (D)
1	e-Learning Solution with 1 year warranty		1	xx	xx	xx
2	Content Development of 1 hour (Level 1 – 70% and Level 2 – 30%) 1 hour cost should be derived as per Clause no. G (vii) mentioned in Table 1 above		200	Weighted Average Rate calculate from Table 1 above	xx	xx
3	ATS of e-Learning solution for Year 2				xx	xx
4	ATS of e-Learning solution for Year 3				xx	xx
5	ATS of e-Learning solution for Year 4				xx	xx
6	ATS of e-Learning solution for Year 5				xx	xx
7	Total Cost of Ownership (TCO in figures)				xx	
8	Total Cost of Ownership (TCO in words)				xx	

The above quotation is subject to the following considerations:-

- The calculation for arriving at TCO is properly mentioned in the appropriate columns. In case of any anomalies in the calculation for arriving at TCO the Bank will have the right to correct the same and it will be binding upon the selected bidder. TCO will be calculated based on **Column C**. Column D is nowhere in consideration for TCO purpose. Hence, for arriving at L1 bidder, TCO will be taken excluding GST, i.e. **Column C** only.

- ii. If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the bank without any cost. All cost is quoted in INR only.
- iii. In case of any discrepancy between figures & words, the amount in words shall prevail.
- iv. Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
- v. We have ensured that the price information filled in the Commercial Offer at appropriate column is without any typographical or arithmetic errors. All fields have been filled in correctly.
- vi. Lowest Bidder (L1) will be determined on the Sl. Nos. 7 & 8, i.e. **Total Cost of Ownership, i.e. TCO**. Content development of 200 hours in the entire contract period is considered only for the purpose of TCO calculation to arrive at L1 bidder. Percentage split between Level 1 & Level 2 is also for calculation of TCO only and is subject to change as per Bank's requirements. However there is no commitment on minimum number of hours of content development and payment for the same will be made on actual number of hours.
- vii. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.
- viii. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.
- ix. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- x. Please note that any Commercial Offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated XX.XX.2019 and subsequent pre-bid and amendments.

Company Seal

Date

Name & Designation:

Authorized Signatory

(To be included in Commercial Bid only)

Table 1: Calculation of weighted score

SI No	Level	Cost per hour of content (A)	Weights assigned (B)	Weighted quote (C = A X B)
1	Level 1		70%	
2	Level 2		30%	
Weighted Average Rate				

The "Weighted Average Rate" will be considered as primary parameter for techno-commercial evaluation.

Table 2: TCO Calculation

SI No	Description	Specification	Quantity (A)	Unit Cost (B)	Total Cost (C = A x B)	GST (% & Amount) (D)
1	e-Learning Solution with 1 year warranty		1			
2	Content Development of 1 hour (Level 1 – 70% and Level 2 – 30%) 1 hour cost should be derived as per Clause no. G (vii) mentioned in Table 1 above		200	Weighted Average Rate calculate from Table 1 above		
3	ATS of e-Learning solution for Year 2					
4	ATS of e-Learning solution for Year 3					
5	ATS of e-Learning solution for Year 4					
6	ATS of e-Learning solution for Year 5					
7	Total Cost of Ownership (TCO in figures)					
8	Total Cost of Ownership (TCO in words)					

The above quotation is subject to the following considerations:-

- xi. The calculation for arriving at TCO is properly mentioned in the appropriate columns. In case of any anomalies in the calculation for arriving at TCO the Bank will have the right to correct the same and it will be binding upon the selected bidder. TCO will be calculated based on **Column C**. Column D is nowhere in consideration for TCO purpose. Hence, for arriving at L1 bidder, TCO will be taken excluding GST, i.e. **Column C** only.
- xii. If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the bank without any cost. All cost is quoted in INR only.

- xiii. In case of any discrepancy between figures & words, the amount in words shall prevail.
- xiv. Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
- xv. We have ensured that the price information filled in the Commercial Offer at appropriate column is without any typographical or arithmetic errors. All fields have been filled in correctly.
- xvi. Lowest Bidder (L1) will be determined on the Sl. Nos. 7 & 8, i.e. **Total Cost of Ownership, i.e. TCO**. Content development of 200 hours in the entire contract period is considered only for the purpose of TCO calculation to arrive at L1 bidder. Percentage split between Level 1 & Level 2 is also for calculation of TCO only and is subject to change as per Bank's requirements. However there is no commitment on minimum number of hours of content development and payment for the same will be made on actual number of hours.
- xvii. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.
- xviii. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.
- xix. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- xx. Please note that any Commercial Offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated XX.XX.2019 and subsequent pre-bid and amendments.

Company Seal
Date
Name & Designation:

Authorized Signatory