

**Clause in RFP**

<b>Sr. No.</b>	<b>Clause in RFP</b>	<b>Clarifications/ Changes made</b>
1.	<p><b>[A] Important Dates:</b></p> <p><b>Last Date of Submission of RFP Response (Closing Date)</b> 03:00 PM on 10<sup>th</sup> March, 2023</p> <p><b>Eligibility Cum Technical Bid Opening Date</b> 04:00 PM on 10<sup>th</sup> March, 2023</p>	<p><b>[A] Important Dates:</b></p> <p><b>Last Date of Submission of RFP Response (Closing Date)</b> 03:00 PM on <b>13<sup>th</sup> March, 2023</b></p> <p><b>Eligibility Cum Technical Bid Opening Date</b> 04:00 PM on <b>13<sup>th</sup> March, 2023</b></p>
2.	<p><b>Annexure 02 –Evaluation Terms</b></p> <p><b>A. Eligibility Bid Evaluation</b></p> <p><b>Financial</b></p> <p>The Bidder must have registered average annual turnover of Rs. 25 Crores or above during the last three completed financial years – 2019-20, 2020-21 and 2021-22* (Not inclusive of the turnover of associate companies).</p> <p>Below clause is applicable for MSE/Start-ups:</p> <p>The Bidder must have registered average annual turnover of Rs. 8 Crores or above during the last three completed financial years – 2019-20, 2020-21 and 2021-22* (Not inclusive of the turnover of associate companies).</p> <p>* If 2021-22 Financial Statements of any bidder is unaudited, then Financial statements for 2018-19, 2019-20 and 2020-21 will be considered, along with an undertaking letter from the bidder that FY 2021-22 statements are not audited. In this scenario Audited Financial statements for the financial year 2018-19, 2019-20 and 2020-21 are to be submitted</p>	<p><b>Annexure 02 –Evaluation Terms</b></p> <p><b>A. Eligibility Bid Evaluation</b></p> <p><b>Financial</b></p> <p>The Bidder must have registered average annual turnover of Rs. 25 Crores or above during the last three completed financial years – 2019-20, 2020-21 and 2021-22* (Not inclusive of the turnover of associate companies).</p> <p>Below clause is applicable for MSE/Start-ups:</p> <p>The Bidder must have registered average annual turnover of <b>Rs. 5 Crores</b> or above during the last three completed financial years – 2019-20, 2020-21 and 2021-22* (Not inclusive of the turnover of associate companies)</p> <p>* If 2021-22 Financial Statements of any bidder is unaudited, then Financial statements for 2018-19, 2019-20 and 2020-21 will be considered, along with an undertaking letter from the bidder that FY 2021-22 statements are not audited. In this scenario Audited Financial statements for the financial year 2018-19, 2019-20 and 2020-21 are to be submitted</p>
3.	<p><b>Annexure 02 –Evaluation Terms</b></p> <p><b>A. Eligibility Bid Evaluation</b></p> <p><b>Experience &amp; Support Infrastructure</b></p> <p>The Bidder/OSD should have supplied, deployed and maintained successfully the</p>	<p><b>Annexure 02 –Evaluation Terms</b></p> <p><b>A. Eligibility Bid Evaluation</b></p> <p><b>Experience &amp; Support Infrastructure</b></p> <p>The Bidder/OSD should have supplied, deployed and maintained successfully the</p>

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	proposed LMS application/solution in at least - 3- Commercial Banks / Financial Institutions / Govt. or PSU Organization / IT & ITES / Manufacturing / Large Corporate in India in last 3 years with an active client base of more than 2000 end users in at least one order.	proposed LMS application/solution in at least -3- Commercial Banks / Financial Institutions / Govt. or PSU Organization / IT & ITES / Manufacturing / Large Corporate / <b>Public or Private Educational or Academic Institutes</b> in India in last 3 years with an active client base of more than 2000 end users in at least one order.
4.	<p><b>Annexure 02 –Evaluation Terms</b></p> <p><b>B. Technical Bid Evaluation</b></p> <p><b>Distribution of scores.</b></p> <p>..... The vendor should present and demonstrate the proposed solution which will be evaluated on functional requirement given in the RFP .....</p>	<p><b>Annexure 02 –Evaluation Terms</b></p> <p><b>B. Technical Bid Evaluation</b></p> <p><b>Distribution of scores – Revised</b></p> <p><b>Please refer table given as annexure A in this addendum</b></p> <p>..... The vendor should present and demonstrate the proposed solution which will be evaluated on functional <b>and technical</b> requirements given in the RFP .....</p>
5.	<p><b>Annexure 10 – Project Details Scope of Work</b></p> <p><b>Brief Project Scope</b></p> <p>a) Supplying the software solution of Learning Management System (LMS) software in a cloud environment with cloud infrastructure.</p> <p><b>4. Hosting the LMS</b></p> <ul style="list-style-type: none"> <li>• Hosting of the platform should be on cloud and the same should be provided along with LMS.</li> <li>• Dedicated or Shared Cloud</li> </ul> <p><b>Functional Parameters for Evaluation:</b></p> <p><b>3. Class Room/ Virtual Training/ Webinars</b></p>	<p><b>Annexure 10 – Project Details Scope of Work</b></p> <p><b>Brief Project Scope</b></p> <p>a) Supplying the software solution of Learning Management System (LMS) software in a cloud environment with cloud infrastructure <b>with dedicated instance of cloud.</b></p> <p><b>4. Hosting the LMS</b></p> <ul style="list-style-type: none"> <li>• Hosting of the platform should be on cloud and the same should be provided along with LMS.</li> <li>• <b>Dedicated instance of Cloud</b></li> </ul> <p><b>Functional Parameters for Evaluation:</b></p> <p><b>3. Class Room/ Virtual Training/ Webinars</b></p>

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	<p>3.1 LMS must be capable of creating virtual meetings, online classrooms, webinars automatically on platforms like MS Teams, ZOOM, CISCO Webex, etc. and should be able to capture attendance as well as duration of participation. (Integration with MS Teams is mandatory).....</p> <p>3.5 LMS should have mechanism to mark attendance for webinar, Virtual Training, Classroom etc. via link, QR Code as well as using Geofencing. LMS should also be able to capture data for Exit Test/Post Assessment for webinar, Virtual Training, Classroom etc</p> <p><b>4. Videos</b></p> <p>4.6 LMS should have facility of live telecast/broadcast video &amp; audio to a large number of users with or without integration with MS teams live event facility.</p> <p>4.8 LMS should have facility of Podcast telecast/broadcast to a large number of users with or without integration with MS Teams facility.</p> <p><b>Technical Parameters for Evaluation</b></p> <p><b>1. Technical Specification</b> 1.4 Virtual/Online Classroom both live streaming and recorded</p> <p><b>2. Installation and Migration</b> 2.3 The bidder is required to provide minimum 3 environments i.e. Production, Disaster Recovery and a separate test environment. The bidder is expected to replicate the production environment in the DR and in the test environment in all respects.</p>	<p>3.1 LMS must be capable of creating virtual meetings, online classrooms, webinars automatically on platforms like MS Teams, ZOOM, CISCO Webex, etc. and should be able to capture attendance as well as duration of participation. <b>(With or without Integration with MS Teams).....</b></p> <p>3.5 LMS should have mechanism to mark attendance for webinar, Virtual Training, Classroom etc. via link, QR Code <b>as well as using Geofencing.</b> LMS should also be able to capture data for Exit Test/Post Assessment for webinar, Virtual Training, Classroom etc</p> <p><b>4. Videos</b></p> <p>4.6 LMS should have facility of live telecast/broadcast video &amp; audio to a large number of users with or without integration with MS teams <b>or any other platform</b> live event facility.</p> <p>4.8 LMS should have facility of Podcast telecast/broadcast to a large number of users with or without integration with MS Teams facility <b>or any other platform.</b></p> <p><b>Technical Parameters for Evaluation</b></p> <p><b>1. Technical Specification</b> 1.4 Virtual/Online Classroom both live streaming and recorded <b>with or without integration with MS Teams or any other platform.</b></p> <p><b>2. Installation and Migration</b> 2.3 <b>The bidder is required to provide minimum 2 environments i.e Production and Disaster Recovery. The bidder is expected to replicate the production environment in the DR in all respects every day or decided frequency. Disaster Recovery will also serve as test environment.</b></p>

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	<p>2.19 Application for mobile and tablets (android, iOS etc.). Application for mobile and tablets (android, iOS etc.) with all prerequisite support shall be part of the existing cost only</p> <p><b>4. Content Management</b> 4.2 Solution must conform to latest standard of AICC</p>	<p>2.19 <b>Native</b> Application for mobile and tablets (android, iOS etc.). <b>Native</b> Application for mobile and tablets (android, iOS etc.) with all prerequisite support shall be part of the existing cost only</p> <p><b>4. Content Management</b> 4.2 deleted</p>
6.	<p><b>Additional Requirement</b></p> <p>The price payable to the Vendor shall be inclusive of carrying out any modifications changes / upgrades to the application and other software or equipment that is required to be made in order to comply with any statutory or regulatory requirements or any industry-wide changes (including any changes suggested in VAPT observations) arising during the subsistence of the contract / agreement, and the Bank shall not pay any additional cost for the same. VAPT need to be conducted by vendor and bank at period intervals during the contract period. The cost for VAPT carried out at bidder's end shall be borne by the bidder only</p>	<p><b>Additional Requirement</b></p> <p>The price payable to the Vendor shall be inclusive of carrying out any modifications changes / upgrades to the application and other software or equipment that is required to be made in order to comply with any statutory or regulatory requirements or any industry-wide changes (including any changes suggested in VAPT observations) arising during the subsistence of the contract / agreement, and the Bank shall not pay any additional cost for the same. VAPT need to be conducted by vendor and bank at period intervals during the contract period. The cost for VAPT carried out at bidder's end shall be borne by the bidder only</p> <p><b>Bank recommend half yearly VPAT to be conducted from bidder's end.</b></p> <p><b>Bank conducts VAPT half-yearly. Bank VAPT will be done at Bank's cost only. Vendor needs to borne the cost for VAPT carried out by vendor at their end. Any observation in VAPT shall be rectified by the bidder in the existing cost only.</b></p>
7.	<p>Enterprise wide perpetual License (at the all places in RFP, wherever mentioned)</p>	<p>To be read as <b>Enterprise wide licenses.</b> <b>(at the all places in RFP, wherever mentioned)</b></p>
8.	<p><b>Annexure 13 - Masked Commercial Bid</b> <b>Annexure 14 - Commercial Bid</b></p>	<p><b>Annexure 13 - Masked Commercial Bid</b> <b>Annexure 14 - Commercial Bid</b></p> <p><b><u>Additional clarification:</u></b> <b>Any kind of recurring charges has to be factored in item no c "Annual Technical Support &amp; Regulatory Changes". However, Bank will seek break-up of these costs and bidder needs to provide the break-up as and when Bank asks.</b></p>

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9.	<p><b>Annexure 23</b></p> <p><b>Section 17 - Measures for Cloud Computing</b></p> <p>17.1 Bank should develop its private cloud and should not connect its private cloud having sensitive data with public cloud. However Bank may connect to community cloud and port some of the non-critical applications provided joining such community cloud is beneficial from synergy point of view within Banking and finance industry.</p>	<p><b>Annexure 23</b></p> <p><b>Section 17 - Measures for Cloud Computing</b></p> <p>17.1 stands deleted</p>
10.	<p><b>Infrastructure</b></p> <p>The Vendor needs to size the infrastructure (hardware, Operating System, Database and other related software, cloud infrastructure) for the solution based on the volume and the growth indicated in the Annexure 11 – Technical Requirement (Project Scope) and propose the same as part of their technical bid submission.</p> <p>However the complete implementation, maintenance and support of the Learning Management System shall be part of the scope of the vendor</p> <p>As part of the technical proposal the vendor needs to provide complete Learning Management System details. The vendor must design the solution with high availability &amp; secure Infrastructure in Data Centre and Disaster Recovery site as per Industry accepted and regulator mandated security standards and best practices</p> <p>DC - DR replication should be available as part of the solution so that in case of switch over the complete solution should seamlessly work.</p> <p>Vendor needs to accordingly provide as part of the technical solution the complete IT infrastructure details like Server, Operating System, Database, Storage Capacity and other related requirements. The details should include:</p> <p>1) List of Operating Systems (OS) and Databases (DB) on which the solution is compatible along with licensing details of the</p>	<p><b>Infrastructure (Revised Clause)</b></p> <p>The complete Supply, Implementation, Maintenance and support of LMS shall be part of the scope of the vendor. The vendor must provide necessary infrastructure support required for LMS Services. The infrastructure should be capable to comply Bank's SLA requirement during the contract period.</p> <p>DC - DR replication should be available as part of the solution so that in case of switch over the complete solution should seamlessly work.</p> <p>The Vendor is responsible to arrive at the sizing independently based on the volume and the growth indicated in the Annexure 10 – (Project Scope). The Bank is not responsible for any assumption made by the Vendor with respect to the sizing. In the event the sizing proposed by the Vendor does not meet the performance / service levels of the Bank the Vendor will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the vendor the required additional expenses which Bank may incur on account of such upgrades / replacements.</p> <p><b><u>Enterprise license on proposed Solution (Learning Management System)</u></b></p> <p>The license for the solution to be Enterprise Licenses for all the modules offered without any constraint on number of branches or users for the Bank's Operations in India &amp; International Territories, present &amp; future subsidiaries and</p>

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	<p>OS and DB for the complete solution (Including installations and replication at DC and DR).</p> <p>2) Details of redundancy and security setup</p> <p>3) Application architecture along with a detailed diagram including the infrastructure setup.</p> <p>4) Implementation procedure / road map.</p> <p>5) Server and related infrastructure specification required as part of the solution implementation (for both UAT and production phase) along with the quantity to meet the Bank's redundancy requirement.</p> <p>The Vendor is responsible to arrive at the sizing independently based on the volume and the growth indicated in the Annexure 11 – Technical Requirement (Project Scope). The Bank is not responsible for any assumption made by the Vendor with respect to the sizing. In the event the sizing proposed by the Vendor does not meet the performance / service levels of the Bank the Vendor will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the vendor the required additional expenses which Bank may incur on account of such upgrades / replacements.</p> <p><b><u>Enterprise license on proposed Solution (Learning Management System)</u></b></p> <p>The license for the solution to be Enterprise wide perpetual level for all the modules offered without any constraint on number of branches or users for the Bank's Operations in India &amp; International Territories, present &amp; future subsidiaries and associates both domestic &amp; international and present &amp; future RRBs.</p> <p>The Vendor will supply, implementation, maintain and support the complete Learning Management System</p>	<p>associates both domestic &amp; international and present &amp; future RRBs.</p> <p>The Vendor will supply, implementation, maintain and support the complete Learning Management System</p>
12.	<b>Annexure 15 – Sizing Requirement</b>	<p><b>Annexure 15 – Sizing Requirement</b></p> <p>Annexure stands deleted</p>

The above amended terms will apply to the relevant clauses/conditions if mentioned elsewhere in the RFP document.

All other Terms & Conditions shall remain same as per our Bid No. GEM/2023/B/3051669 dated 30.01.2023 for Supply, Implementation and Maintenance of End-to-End Learning Management System (LMS) for a period of 5 years.

**Annexure A: Revised Table for Technical Bid Evaluation:**

<b>Criteria</b>	<b>Evaluation Parameters</b>	<b>Sub Scores</b>
The number of Implementations carried out in India (In the last 3 years starting from 01-01-2020 till RFP submission date) **	For each Implementation 3 marks	<b>15</b>
Functional Specifications compliance	As per Functional Specification requirement Given in Annexure 10	25
Technical Specifications compliance	As per Technical specification Requirement Given in Annexure 10.	25
Technical Presentation* on Proposed Solution by the Bidder	Technical presentation will be evaluated on the following parameters: 1. Proposed Solution (3 Marks) 2. IT architecture and approach & methodology (3 Marks) 3. Resource Planning (3 Marks) 4. Project Governance and Project Team (3 Marks) 5. Future Scalability. (3 Marks)	15
Product Demo  In case Bank during this demonstration feels that any of the feature is not available and needs to be customized then no marks shall be allotted and if customization is not required and the feature is readily available then 1 mark shall be allotted.  Vendor is requested to demonstrate additional unique/ futuristic features, if any, offered by the product.	Demonstration of in-depth understanding of the Bank's project technical and functional requirements.	<b>20</b>  (10 Marks for Product Demo and 10 Marks for Reference Call / Other Customer Interactions)
<b>TOTAL MARKS</b>		<b>100</b>