

RFP for Selection of Service Provider for Supply, Implementation and Maintenance of End-to-End Learning Management System (LMS) for 5 years period
Bid Number : GEM/2023/B/3051669 dated 30th January 2023
Pre-Bid Queries - Bank Response

Sr. No.	Page #	Point / Section #	Category (Eligibility / Scope / Commercial / Legal / General)	Clarification point as stated in the tender document	Comment / Suggestion / Deviation	Bank's Response
1	9	3	General	Contract period The bank shall enter in to an agreement with the selected bidder for a period starting from date of the Purchase Order till -5- years from the Go-Live Sign-off date given by Bank officials.	Considering delivery timeline of max 5 months as per RFP, can we consider that the contract will be of maximum 65 months from date of PO?	No Change
2	11	NA	General	Preference to make in India initiative The guidelines under PPP-MII order and subsequent revisions as mentioned above shall be applicable subject to bidder submitting with Class-I/Class-II local content certificate for the quoted product.	Please provide Class-I/Class-II certificate format alternatively can we use our own format.	If applicable to you, pls refer RFP and Govt. of India guidelines
3	24	NA	General	Annexure 01 - Guidelines for submission details 12. Letter of authorization from the company authorizing the person to sign the tender response and related documents. 13. A certified copy of the resolution of Board, authenticated by Company Secretary/Director, authorizing an official/s of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank.	We assume that only one POA / Board Resolution will be sufficient for these two point.	The details of authorization shall be clearly justified whether it's a single document or multiple documents
4	31	NA	Technical Evaluation	B. Technical Bid Evaluation Technical Presentation* on Proposed Solution by the Bidder	Does the vendor have to submit the presentation at time of bid submission or can it be submitted when called for the after actual presentation and demo?	Will have to submit 3 days before actual presentation scheduled
5	32	NA	Technical Evaluation	B. Technical Bid Evaluation In case there is only one bidder having technical score of 70% or more, the Bank may, at its sole discretion, ...	To serve for 5 years the Bank must definitely get quality vendor. Hence we suggest to make this criterion as 80% and allow single bidder qualification for commercial round if only one bidder cross 80% mark.	No Change
6	35	NA	Commercial	3. Price Comparisons c. The Price offer shall be on a fixed price basis. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be liable to be rejected. The rate quoted by the bidder should necessarily include the following: - Prices quoted by the Bidder should be inclusive of all taxes, duties, levies etc. except GST. GST will be paid at actuals. The Bidder is expected to provide the GST percentage in both the commercial and masked bids	Here it is mentioned that the cost should be quoted exclusive of GST. However, in the Offer Price on GeM portal it is mentioned it should be inclusive of GST. Please confirm if the quoted cost has to be inclusive or exclusive of GST.	No Change
7	35	NA	Commercial	3. Price Comparisons c. The Price offer shall be on a fixed price basis. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be liable to be rejected. The rate quoted by the bidder should necessarily include the following: - Prices quoted by the Bidder should be inclusive of all taxes, duties, levies etc. except GST. GST will be paid at actuals. The Bidder is expected to provide the GST percentage in both the commercial and masked bids	Here it says the bidder has to provide the GST percentage in commercial bid. However, on the GeM portal there is only one field provided to quote a lump sum cost. There is no separate field for putting the GST percentage.	No Change
8	52	10	Scope	Annexure 10 – Project Details Scope of Work a) Supplying the software solution of Learning Management System (LMS) software in a cloud environment with cloud infrastructure.	Is a dedicated instance of cloud required or shared instance of cloud?	Dedicated cloud : Addendum : Dedicated instance

9	52	10	Scope	Annexure 10 – Project Details Scope of Work b) Support large no of concurrent users, at least 8000(10% of total user base) during non-peak months (April to December) and 16000 (20% of total user base) during peak months (January to March).	Based on this can we assume that the total number of users will be maximum 80 thousand?	No, total no. of users are already mentioned in RFP document.
10	52	10	Scope	Annexure 10 – Project Details Scope of Work b) Support large no of concurrent users, at least 8000(10% of total user base) during non-peak months (April to December) and 16000 (20% of total user base) during peak months (January to March).	Will the total number of users remain same across the 5 years of contract or there will change in number of users?	Yes , with variance of 10%
11	52	10	Scope	Annexure 10 – Project Details Scope of Work b) Support large no of concurrent users, at least 8000(10% of total user base) during non-peak months (April to December) and 16000 (20% of total user base) during peak months (January to March).	How many Internal applications of the Bank have to be integrated with the LMS?	Exact Name and Number cant be given at this point of time but there will be approximately -7- applications which need to be integrated
12	52	10	Scope	Annexure 10 – Project Details Scope of Work b) Support large no of concurrent users, at least 8000(10% of total user base) during non-peak months (April to December) and 16000 (20% of total user base) during peak months (January to March).	How many and which MOOC's have to be integrated with the LMS?	Exact Name and Number cant be given at this point of time but there will be approximately -7- applications which need to be integrated
13	52	10	Scope	Annexure 10 – Project Details Scope of Work b) Support large no of concurrent users, at least 8000(10% of total user base) during non-peak months (April to December) and 16000 (20% of total user base) during peak months (January to March).	Which internal and external digital libraries have to be integrated with the LMS?	Exact Name and Number cant be given at this point of time but there will be approximately -7- applications which need to be integrated
14	52	NA	NA	Annexure 10 – Project Details Scope of Work 2. Support for a Large User Base •There is no restriction in terms of the number of users and administrators that can be registered onto the portal.	Can we consider unlimited users with maximum concurrency of 16000?	No, total user is already mentioned in RFP document
15	53	NA	NA	Annexure 10 – Project Details Scope of Work 4. Hosting the LMS • Hosting of the platform should be on cloud and the same should be provided along with LMS.	There is lots of price difference between shared and dedicated cloud we request to clearly mention whether to go for shared or dedicated cloud. Please do not give option to bidders to decide. So that all bidders bid on the same parameters.	Repeated Query
16	53	NA	NA	Annexure 10 – Project Details Scope of Work 6. Creation/Updation/Integration/ Management of Digital Library • Supports Creation/Updation/Integration/ Management of an online/digital library of all training materials in any of the portable formats (all e-book file formats, audio file formats, video formats, pdf, ppts, word, excel, html, asp, web content, link embedding etc.)	Could you please provide details about (file formats of training materials) and quantify the volume of work (e.g. number of books / courses)? This will help us to estimate the efforts and costs and add that to our Commercial Proposal.	Quantification cant be done, File formats already provided. Currently we have 400+ courses, 400+ videos and 2400+ files with Web server overall size of 200 GB + and database of 175 GB +
17	57	NA	Scope	Functional Parameters for Evaluation: 1. USER MANAGEMENT & Interface 1.4. Create client LMS instances to extended organization structures.	How many such subsidiaries are there? Does the user base of 1 Lakh include users from subsidiaries? Are the users from subsidiaries expected to see BoB Branding or LMS branding customized for their organization?	Number of subsidiaries can change, User base of 1 Lakh includes all. Yes Bob Branding will remain same for all
18	57	NA	Scope	Functional Parameters for Evaluation: 1. USER MANAGEMENT & Interface 1.5. LMS should run smoothly for approximately 1 Lakh (with 10% variance) users, with concurrency of at least 8000 users (10% of total user base) during non-peak months (April to December) and 16000 users (20% of total user base) during peak months (January to March) (with 10% variance). LMS should have capability to provide more than one instances as per our need. LMS should run smoothly for approximately 1 Lakh.	Please mention 1 lakh users or unlimited users.	1 lakh with variance of 10%

19	57	NA	Scope	Functional Parameters for Evaluation: 1. USER MANAGEMENT & Interface 1.7 - System should allow the user to customize the color and theme of LMS screens.	Allowing users to change the colors and themes may result into compromise with branding of BoB. Platform supporting personalization empowering the users to select landing page and switching on / off one or section / widgets is understood but allowing to change colors / themes, in our opinion is not much useful feature. Could this requirement be dropped from the list of requirements?	User' here means Admin/Super Admin user. Theme can be changed by Super Admin user only
20	58	NA	Scope	Functional Parameters for Evaluation: 1. USER MANAGEMENT & Interface 1.10 - The user Home Page must have an intuitive navigation to all major aspects of LMS such as. (But not limited to): 1. E-learning 2. Webinars and Virtual classes 3. Social learning activities 4. News, Notifications, Learning Dashboards etc.	Could you please elaborate the requirements pertinent to 'Social Learning'?	Social learning includes Chat bot, Digital Library, Competition, Survey, podcast, webcast etc
21	58	NA	Scope	Functional Parameters for Evaluation: 1. USER MANAGEMENT & Interface 1.11 - The user Home Page must have a search feature for searching and filtering Courses based on text content, course title, skill category, Job Family, Individual Development Plan etc.	What is meaning of the term 'Job Family'? Kindly provide more details.	Job Family means various major domains of banking operations like credit, forex, rural & agri banking, marketing, etc.
22	58	NA	Scope	Functional Parameters for Evaluation: 1. USER MANAGEMENT & Interface 1.14 - System should allow reporting authorities as defined earlier (as in point no 1.3) to create personalized messages to be shown at various stages of learning, completion of assessments, completion of courses, winning a contest etc.	Almost every LMS has 'Email Alert Events' and 'Email Templates' based on which system auto delivers 'Email Alerts' to users for their due actions (e.g. alert a day before and on the day of course expiry / target completion date'. Thus, there is no need for reporting authorities to put in efforts to create personalized message. Could this requirement be dropped from the list of requirements?	No, this is compulsorily required.
23	59	NA	Scope	Functional Parameters for Evaluation: 1. USER MANAGEMENT & Interface 1.18 - User should be able to earn / accumulate points / coins based on quantum of learning completed. These points / coins can be redeemable into incentives.	Exactly how or for what purposes the users are expected to redeem the earned points? Or how BoB is planning to incentivize the users based on their earned points. Please elaborate.	System should have capabilities to assign points to different learning material like courses, quizzes etc. and allow user (learner) to redeem/submit redemption request to admin. Data for the same should be floated to admin for report generation
24	62	NA	Scope	Functional Parameters for Evaluation: 2. Course Management 2.16 - LMS should Provide integration with HRMS/HR Connect, Bank's other internal applications, and other external platforms, MOOC providers, external and internal digital libraries. LMS should support all kind of audio/video/text/e-Books. And data on usage should be captured.	Could you please share the list of external systems other than HRMS for integration with LMS or at least could you please quantify the requirements for external integrations including all systems / portals viz. BoB existing Applications, external Content Providers, etc.? This will help us to precisely estimate the work content involved in the exercise and consider the appropriate cost for that.	Exact Name and Number cant be given at this point of time but there will be approximately -7- applications which need to be integrated
25	63	NA	Scope	Functional Parameters for Evaluation: 3. Class Room/ Virtual Training/ Webinars 3.7 - LMS should be able to capture feedback for webinar, Virtual Training, Classroom, etc. via customized feedback form on LMS itself, Microsoft forms/Google Forms. Feed form should also be able sent vial specializes link.	Almost each LMS has comprehensive and configurable Feedback module for qualitative / quantitative feedback in our platform. Can we expect waiver of the need for Google Forms, etc.?	Along with the comprehensive feedback available in LMS, LMS should have capabilities to upload feedback captured through Google Form / Microsoft forms.
26	64	NA	Scope	Functional Parameters for Evaluation: 4. Videos	We request to remove the words 'without integration with MS Teams facility' from this section of scope. Telecasting/Broadcasting videos directly is done by Video tech companies and not by LMS companies. Else allow vendors to purchase third party tools for this part without forming a consortium.	Vendor can provide third party tool and integrate it with LMS on their wish, We will need this functionality and it can be provided with or without integration with MS teams or any other platform.
27	65	NA	Scope	Functional Parameters for Evaluation: 4. Videos 4.6. LMS should have facility of Podcast telecast/broadcast to a large number of users with or without integration with MS Teams facility.	We request to remove this from scope as it involves streaming and high cloud costing. If it cannot be removed then please mention the per year view hours limit so that bidder can calculate cloud costing.	Vendor can provide third party tool and integrate it with LMS on their wish, We will need this functionality and it can be provided with or without integration with MS teams or any other platform.
28	65	NA	Scope	Functional Parameters for Evaluation: 4. Videos 4.6. LMS should have facility of Podcast telecast/broadcast to a large number of users with or without integration with MS Teams facility.	The Bank will provide the MS Teams licenses or the vendor has to provide?	Bank will provide MS Teams license

29	66	NA	Scope	Functional Parameters for Evaluation: 5. Notifications and Alerts 5.3 - LMS should have facility to send various alerts/notifications via WhatsApp business.	We assume that the Bank bob will purchase the WhatsApp Business subscription. Please confirm.	Whatsapp Business Subsriptionwould be provided by the Bank
30	68	NA	Scope	Technical Parameters for Evaluation: 1. Technical Specification 1.4. Virtual/Online Classroom both live streaming and recorded.	Please use word MS teams here, online classroom with teams. Also mentioned view hours to reach to cloud costing.	Please refer addendum
31	68	NA	Scope	Technical Parameters for Evaluation: 2. Installation and Migration 2.1 - Migration of existing database (current DB: Microsoft SQL Server 11)	We request to arrange 40 minutes technical call with existing BOB LMS portal experts with all bidders. This will help bidders to ascertain the work content involved in the task, at high level.	Can be arranged
32	68	NA	Scope	Technical Parameters for Evaluation: 2. Installation and Migration 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.	What is frequency of replication of Production environment to the test environment? Maintaining test environment as live running replica of Production Setup (like DR) is not required and would be a costly affair. In our opinion, Test Environment could be matched with Production environment once in a week or month. Please suggest.	Please refer addendum DC & DR environment to be provided. DR environment itself will be used as testing environment. In case of cloud based solution location of DC & DR shall be in India only. Frequency of replication from DC to DR will be daily in all aspects. No seperate testing enviornment is required.
33	68	NA	Scope	Technical Parameters for Evaluation: 2. Installation and Migration 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.	We request to rethink on this clause as it will increase cloud cost by 3 times. If the clause cannot be removed then request make it mandatory for all vendors to quote assuming 3 environments (probably can ask bidders to submit a self declaration certificate in their bid).	Please refer addendum DC & DR environment to be provided. DR environment itself will be used as testing environment. In case of cloud based solution location of DC & DR shall be in India only. Frequency of replication from DC to DR will be daily in all aspects. No seperate testing enviornment is required.
34	70	NA	Scope	Technical Parameters for Evaluation: 2. Installation and Migration 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.	Please mention word native app else some bidders may quote considering hybrid or web app.	Please refer addendum
35	72	NA	Scope	Delivery The End-to-End Learning Management System (LMS) Solution must be implemented within a period of 3 months for major functionality and 5 months in totality from the date of placing of purchase order by the Bank.	We request to calculate timeline from kick off meeting and not from date of PO.	It should be from date of PO.
36	72	NA	Scope	Delivery The End-to-End Learning Management System (LMS) Solution must be implemented within a period of 3 months for major functionality and 5 months in totality from the date of placing of purchase order by the Bank.	We request you to make the timeline 6 months instead of 5 for penalty imposing.	No Change
37	74	NA	Payment terms	Payment Terms c) Annual Technical support and Regulatory Changes	Vendor can generate first half yearly invoice against this line item after 24 months from the date of Go-Live. Please confirm.	No Change
38	73	NA	Payment terms	Payment Terms e) Onsite Support Charges – After successful completion of the implementation & integration phase, the vendor is liable to provide onsite support to bank as & when required during the tenure of 5 years contract period. Cost is Payable at the end of each successful completion of service/support delivered with proof of deliverables duly sealed & signed by the concerned head where the service/support was delivered.	What kind of onsite support will be required during the contract period?	Any unforeseen event where physical presence of the vendor/representative is required
39	74	NA	Payment terms	Payment Terms e) Onsite Support Charges – After successful completion of the implementation & integration phase, the vendor is liable to provide onsite support to bank as & when required during the tenure of 5 years contract period. Cost is Payable at the end of each successful completion of service/support delivered with proof of deliverables duly sealed & signed by the concerned head where the service/support was delivered.	We request to make it either quarterly or monthly arrears basis.	No Change

40	75	NA	General	Ownership, Grant and Delivery The license shall specifically include right: A. To Use. (i) to use the executable code version of the Solution and all Enhancements, Updates and New Versions made available from time to time solely for business operations of the Bank;	As per our understanding hand over of source code is not part of scope. Please confirm.	Handover of the source code is not part of the scope.
41	77	NA	Scope	Escrow Mechanism ... Costs for the Escrow will be borne by the Vendor. ..	We request to keep this cost as reimbursement at actual and not part of commercial bid. (Vendor will pay to Escrow and generate invoice to bank at actual.)	No Change
42	77	NA	Scope	Additional Requirement VAPT audit	Can we consider VAPT audit per year for calculating cost?	We understand that the VAPT is to be conducted at both ends Bank and vendor independently as per regulatory/statutory requirements and respective party should pay the fee involved. However, cost of any modification required to be made in the system on account of VAPT report has to be borne by the vendor.
43	77	NA	Scope	Additional Requirement VAPT audit	What would be the frequency of VAPT? Does the bank empaneled agency would perform the VAPT or the bidder would have freedom to select a reputed agency?	Repeated Query
44	77	NA	Scope	Additional Requirement VAPT audit	We request to consider VAPT cost as reimbursement item which will be paid at actuals and not to consider it in commercial bid. This way vendor can conduct VAPT as and when required by the Bank.	Repeated Query
45	82	NA	Commercial	Annexure 13–Commercial Bid	The Offer Price section on GeM has facility to input only on lump sum cost (inclusive of GST). So how to submit the detailed commercial bid format?	No Change
46	82	NA	Commercial	BOQ - General	There is no provision on GeM portal to fill/submit the BOQ.	As per communication received from GeM authorities, GeM shall allow to upload the duly filled commercial format
47	82	NA	Commercial	BOQ - a. Enterprise wide perpetual License Cost*	We understand that only one portal will be accessed by all BoB branches, subsidiaries and associates where total number of users will not exceed 1 lakh. There is no requirement to implement multiple portals as per subsidiaries. Please confirm.	Yes , multiple portal not required
48	82	NA	Commercial	BOQ - a. Enterprise wide perpetual License Cost*	Throughout the word 'perpetual' is used. But as per our understanding from RFP is that the license will be valid till end of contract only. Also IP of LMS will be with vendor only. Please confirm.	Please refer addendum. Please read <i>Enterprise wide perpetual License as Enterprise wide License</i> at all the places wherever mentioned in the RFP.
49	82	NA	Commercial	BOQ - c. Annual Technical support and Regulatory Changes#	Are bidders expected to consider cloud charges under sl. no c. ?	Please refer addendum
50	82	NA	Commercial	BOQ - c. Annual Technical support and Regulatory Changes#	We request to give separate line item for cloud charges in the BoQ for 5 years instead of clubbing it with technical support	Please refer addendum

51	82	NA	Commercial	BOQ - General	There is no provision in BOQ to consider 1st year cloud charges. Should we include it in one time license cost?	either in a or b
52	82	NA	Commercial	BOQ - e. Onsite support	Please mention academic and experience of person to be placed	Cannot be defined now, requirement may arise in the event of an unforeseen eventuality
53	87	NA	NA	Annexure 16 – Binding Criteria for Technical Presentation	We request to give minimum 2 hrs. of slot to each bidder for presentation and scoring should happen based on each technical and functional specification demonstrated Live during the presentation.	We can give time slot as per requirement it can be more then 2 hours as well
54	NA	NA	General	General	SMTP server for emails will be provided by the Bank or vendor?	Vendor has to provide the SMTP server
55	NA	NA	General	General	The Domain and SSL will be provided by the Bank or Vendor?	Yes. Bank will provide the Domain and SSL
56	NA	NA	General	General	SMS and WhatsApp packages will be provided by the Bank or the Vendor? If by vendor please mention number of sms per year.	SMS and WhatsApp packages will be provided by Bank
57	NA	NA	General	General	Several documents have to be submitted by the vendor. Hope separate fields have been provided on the GeM portal for this. On GeM portal there is a limit of 10 MB for one file. If sufficient fields are not provided to upload the files the we will have to combine the files. This will be challenging due to the file size limit.	This needs to be cheked with GeM Support team
58	NA	NA	General	General	For bid submission please give at least 15 days from the date pre-bid responses are published.	Pls refer addendum/extension, if any
59	NA	NA	General	General	To get quality vendor we suggest to go for QCBS method of Evaluation.	No Change
60	NA	NA	Scope	General	Please mention the storage required per year.	Repeated Query
61	NA	NA	Scope	General	To keep all bidders on same page please mention the exact back up policy required.	Will be discussed with L1 Bidder.
62	NA	NA	NA	General	Please confirm that except VAPT audit cost for other audits if required will be borne by the Bank.	Repeated Query
63	82	NA	Commercial	BOQ - General	If Bank goes for QCBS evaluation, will the optional items be part of evaluation?	No Change
64			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 2 marks	Does this implementation apply to any public and private sector institutions	Please refer addendum
65	1.4			Create client LMS instances to extended organization structures.	Are you referring to create separate instances or multi tenant for extended organization? Please share the number of extended organizations.	multi tenant but LMS has to capabilities for adding instances whenever required
66	1.5			LMS should run smoothly for approximately 1 Lakh (with 10% variance) users, with concurrency of at least 8000 users (10% of total user base) during non-peak months (April to December) and 16000 users (20% of total user base) during peak months (January to March) (with 10% variance). LMS should have capability to provide more than one instances as per our need.	Can you please share the total user base ?	Shared in RfP clearly.

67	1.7			System should allow the user to customize the color and theme of LMS screens.	We assume that only system admin should have this functionality, Please confirm.	Yes only system admin should have this functionality
68	2.13			LMS should have inbuilt authoring tool so that trainers can create different type of E- Learning (Flash cards, video, ppt, infographic etc.) without having in-depth knowledge of E-Learning development. Trainers should also have rights to assign their content to learners of their choice. LMS should also able to collect feedback on these contents.	We are assuming that content creation (Video/Flash Card/PPT) will be done out of system and Trainers should have rights to assign their content to learners of their choice. Please confirm. We also assume that all E-Learning Content Development is out of scope.	No. LMS should have authoring tool which allows creation of Flashcard , PPT, Video etc and assignment of same.
69	2.14			LMS should have facility to share contents like SCORM, Video, Assessment, etc. available on LMS via external link, which can be sent to user via any text message, whatsapp, email, etc. When user click on this link LMS should direct the user to that particular content.	Will it be a public access or available only after login into lms.	Available only after login into LMS
70	3.9			Gamification facility should be available	Please provide more information about gamifications	If we want to launch any competition of learning , LMS should have functionality of Assigning Points, Badges and then based on the same customized leaderboard can be shown.
71	1.4			Virtual/Online Classroom both live streaming and recorded.	Please share maximum number of attendees in each online session. Please share exact requirement on Recordings	It can be system wide session as well, so maximum number cant be defined.
72	2.10			Migration of existing database (current DB: Microsoft SQL Server 11)	How Many years of Legacy Data Planned to be migrated. Can you please share the technical stack of existing application. Are you using any open source application.	5+ years data
73	2.8			Provisioning of scalable storage capacity as per bank requirements and availability of services	Can you please provide the volume of storage of Legacy Data.	Approx 400 GB
74	2.16			The data backup should be scheduled at regular frequency and needs to be maintained by bidder till contract period	Please define the frequency of the backup.	Daily
75	2.18			Option for disconnected learning and hand held devices	Are you referring to offline learning?	Yes offline elearning through Mobile / tab
76	e			Onsite Support Charges – After successful completion of the implementation & integration phase, the vendor is liable to provide onsite support to bank as & when required during the tenure of 5 years contract period. Cost is Payable at the end of each successful completion of service/support delivered with proof of deliverables duly sealed & signed by the concerned head where the service/support was delivered	Can you please share support details - Location - Support Days (Monday-Friday or All day) - Support Hours in a day - Mode of support (L1, L2, L3)	Location - Gandhinagar, If needed.
77	Bid End Date/ Time			20-02-2023 15:00:00	Is it an online bid submission? Request you to allow an extension of two weeks to submit the bid.	Pls refer addendum/extension, if any
78	Page NO. 2	Point No. 4	Scope of work (Hosting the LMS)	Hosting of the platform should be on cloud and the same should be provided along with LMS. Dedicated or Shared Cloud	Hosting payment will be paid by Bank OR Service Provider Agency	Hosting payment should be made by service provider only
79	Page NO. 3	Point No. 6	Creation/Updation/Integration/ Management of Digital Library	Supports Creation/Updation/Integration/Management of an online/digital library of all training materials in any of the portable formats (all e-book file formats, audio file formats, video formats, pdf, ppts, word, excel, html, asp, web content, link embedding etc.)	There is not mention about the source of materials to be upload on the LMS	Bank will provide all learning material

80	Page no.27 of RFP Documents	Sr.no.1 of Subpoint A General of Annexure 02 –Evaluation Terms	A. Eligibility Bid Evaluation	Bidder must be in the business of providing proposed Learning Management System in India at least for the last 3 years	Requesting you to grant exemption to DPIIT registered start-ups	No Change
81	Page no.29 & 30 of RFP Documents	Sr.no.1 of Subpoint C Technical of Annexure 02 –Evaluation Terms	A. Eligibility Bid Evaluation	The bidder should be an OSD or their authorized partner of OSD for supply of licenses and solution implementation and maintenance support under warranty / AMC / ATS for the solution (for the proposed The bidder should be an OSD or their authorized partner of OSD for supply of licenses and solution implementation and maintenance support under warranty / AMC / ATS for the solution (for the proposed product category in India at least from last three years from the RFP date)	The bidder should be an OSD or their authorized partner of OSD for supply of licenses and solution implementation and maintenance support under warranty / AMC / ATS for the solution (for the proposed The bidder should be an OSD or their authorized partner of OSD for supply of licenses and solution implementation and maintenance support under warranty / AMC / ATS for the solution (for the proposed product category in India at least from last one year from the RFP date)	No Change
82	Page no.30 of RFP Documents	Sr.no.1 of Subpoint D Experience & Support Infrastructure of Annexure 02 –Evaluation Terms	A. Eligibility Bid Evaluation	The Bidder/OSD should have supplied, deployed and maintained successfully the 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.	Requesting you to grant exemption to DPIIT registered start-ups	No Change
83	Page no.31 of RFP Documents	point no.1 of Evaluation parameteres	B.Technical Bid Evaluation	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 2 marks	The number of Implementations carried out in India (In the last 1 year till RFP submission date) ** for each Implementation please accept 5 marks	No Change
84	54	9	scope	*Capability to share all type of content via direct URL.	Does this mean LMS url or specify if anything else	LMS Url only
85	4	11	Scope	All data including Courses, user profiles along with course completion status etc. from the current LMS	How much volume of data needs to be migrated and what would be format?	Quantification cant be done, File formats already provided. Currently we have 400+ courses, 400+ videos and 2400+ files with Web server overall size of 200 GB + and databse of 175 GB +
86	2	3	Scope	User Interface and Integration Capability	With which all systems do we need to integrate , is it going to be one way or two way integration?	Two way integration
87	2	6	Scope	Creation/Updation/Integration/ Management of Digital Library	Which are the MOOC providers/ Digital library integraitons in scope for this project?	Exact Name and Number cant be given at this point of time
88	3	7	Scope	User enrolments and registration	Our system does not support self-registration on the platform. The user account creation access is provided to the BoB's administrator. Is further approval process required for this? Please provide the name of HRMS from where user account details need to be pulled on our platform	Registration means admin can enroll user through specific file format.

89	3	9	Scope	Online testing/Certifications, survey and Question Bank	- Capability to share all type of content via direct URL > Please explain this with a use case	If any user likes some course he / she is doing and wants to share the same with their colleague then there should be share button by clicking which a sharable link should be generated. By clicking on the link the recipient user should be asked to enter his/her credentials and then directly get routed to that particular course.
90	4	10	Scope	Communication/ Collaboration and Leader board	Does bank have their own SMS gateway?	Yes
91	4	11	Scope	Migration of existing database	Please provide details of the system for content migration. What are the types of training for which history migration is required? What is approximate no of records for migration?	5+ years data
92	4	12	Scope	Classroom Attendance and Feedback	Please explain what is URL based attendance marking and feedback submission? Option for Manager/Reporting Authority feedback (Customizable) should be available > Please explain this with the help of use case	Trainer should be able to share, Link with participants to mark their attendance / feedback which is then approved / rejected by trainer. Feedback form should be customizable so if trainer needs to add / remove any question then they should be able to do the same.
93	10	2.4	Scope	Availability of list of E-learning courses with corresponding links to various e-learning courses. LMS should be able to define Job Family, Create IDP. Admin must be able to classify courses based on skills, competencies, topics, Job Family, IDP and functions.	Does bank have their own skill framework? If yes, please provide details about the same. How are skills and competencies differentiated? How many proficiency levels are defined? How are the topics (learning courses) curated? Is it internally created by BoB's team? What is the current process for training need analysis? How are the employees evaluated on the skills and competencies? How is training provided to employees post evaluation?	That will be provided after PO with L1 Bidder.
94	6	1.4	Scope	Create client LMS instances to extended organization structures.	Is BoB looking at multi tenant instances with different URLs?	we require multi tenant without different instance.
95	6	1.1	Scope	Active Directory based login on web and pin and biometric based login in Mobile Application.	Does bank require AD or Biometric integration?	AD for web and for mobile it may be biometric or pin base or any other which decided after PO
96	9	1.16	Scope	AI based domain-wise chatbot should be available with users where users can post their queries. User should be also able to search the old queries of all	Chatbot requires understanding- how many questions, in which all languages would you require? Can we phase out customizations as Chatbot would be especially designed? Instead of chatbot can we position a social group where users can share queries in a common portal which can be the immediate out of the box solution? Is the bank open to suggestions?	That will be provided after PO to L1 bidder.
97	9	1..18	Scope	User should be able to earn/accumulate points/coins based on quantum of learning completed. These points/coins can be redeemable into incentives.	Does BoB have a preferred partner for redeption? Please provide details	System should have capabilities to assign points to different learning material like courses, quizzes etc. and allow user (learner) to reedem/submit redemption request to admin. Data for the same should be floated to admin for report generation
98	10	2.3	Scope	LMS should have facility of proctored assessment/exams. Proctoring facility should, a. Restrict user to navigating from exam screen to any other screen/software b. Keyboard must be locked/disabled.] c. Ports like (USB,HDMI, etc.) should be disabled. d. Video based proctoring is desirable but not mandatory.	Can we offer our proctoring solution to the bank?	Yes , it is a requirement as part of LMS

99	12	2.16	Scope	LMS should Provide integration with HRMS/HR Connect, Bank's other internal applications, and other external platforms, MOOC providers, external and internal digital libraries. LMS should support all kind of audio/video/text/e-Books. And data on usage should be captured.	Please list down all the system of integration in scope	Exact Name and Number cant be given at this point of time. Approx number of applications which need to be integrated is 7.
100	14	3.6	Scope	Admin should be able to add, delete, modify, customize various data fields (like Man-days, Training Credits) while creating webinar, Virtual Training, Classroom, etc. and same field should be also included various reports.	How are training mandays and credit hours calculated currently?	That will be discussed with L1 after giving PO
101	14	3.5	Scope	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. LMS should be able to capture details of training provided to non-employees including attendance through uploading file.	Who are the non-employees of the bank? Are these profiles present in the HRMS? Please explain this with a help of a use case	Business Correspondance(BCs), Customer, etc . No its not in HRMS
102		3.6	Scope	Admin should be able to add, delete, modify, customize various data fields (like Man-days, Training Credits) while creating webinar, Virtual Training, Classroom, etc. and same field should be also included various reports	Please provide details of all the data fields required on a module level. How are mand days and training credits provided to users?	That will be discussed with L1 after giving PO
103		3.8	Scope	LMS should have facility of showing training calendar of internal as well as external training. And user should be able to self-nominate himself/herself to these training. Based on that, HR/Trainers should able to accept/reject/modify these nominations.	What is the exepcted workflow for external training? Currently, our platform requires External trainings to be created on the LMS platform and made open for self-registration by employees.	Capabilities of External training calander uploading should be there with self registration facility
104		6.3	Scope	Customizable dashboard for both users as well as admins showing data fields like, name, cadre, place of posting, job family, IDP, etc., Mandatory courses status, quizzes status, Training credits earned so far etc.	Our platform can be integrated with external analytics tool to create custom dashboards. We need to understand the systems from where these data fields need to be fetched within LMS	It should conform to the data sharing policy of our Bank. Data fields should be fetched from our HRMS.
105		2.1/ Installation and Migration	Scope	Migration of existing database (current DB: Microsoft SQL Server 11)	What type of data is stored in current DB? What are the data fields that require migration?	Will dicuss it after the PO. 5+ years data
106	NA	NA	General		Can we offer our current solutions to support the current needs of the bank?	Our requirement is given in RFP document.
107	NA	NA	General		Can we phase out customizations?	Our requirement is given in RFP document.
108	9 of 12	Annexure 10 - Project Details Scope of Work - #2.1	Scope	Migration of existing database (current DB: Microsoft SQL Server 11)	We need more clarity on this requirement. Pls explain the scope of migration of the existing database.	all the data (more than 5 year) currently available to migrate in the new LMS. Will discuss the strategy after the PO.
109	10 of 12	Annexure 10 - Project Details Scope of Work - #2.9	Scope	Managed Database Services: Setting up, installation, configuration, management, up gradation and migration of Database Servers	We need more clarity on this requirement. Pls explain the scope of the migration of database servers.	all the data (more than 5 year) currently available to migrate in the new LMS. Will discuss the strategy after the PO.

110	10 of 12	Annexure 10 - Project Details Scope of Work - #2.11	Scope	Security features like PCI – DSS, Data Encryption, Third Party Authentication Support etc. as per the requirements of Bank	Please share the Bank's requirements on these security features.	Will require all security features as per regulatory requirement
111	11 of 12	Annexure 10 - Project Details Scope of Work - #2.18	Scope	Option for disconnected learning and hand held devices	Pls explain this requirement.	From mobile or tab app, user should be able to download content and attempt course when not in network and progress gets recorded as and when it is connected to network.
112	96	Annexure 18 - #1	General	The proposed solution is complying with the Information security policy of the bank for the applicable solution requirements mentioned in RFP	Pls share Bank's Information security policy for our review and comment on compliance	Will be discussed with L1 Bidder.
113	96	Annexure 18 - #2	General	The solution will be able to integrate with Bank's Active Directory security policies and authentication framework.	What is the Active Directory used by the Bank? Does it support SAML?	Will be discussed with L1 Bidder.
114	96	Annexure 18 - #4	General	The solution conforms to the following industry level certifications: ISO 27001:2013 ISO 27017 SOC 1 / SOC 2 / SOC 3 ISO 27018	Pls confirm that not all these certifications are mandatory. (We have 2 certifications out of these 4)	No Change
115	98	Annexure 18 - #7 - Section 2	General	To comply with Bank's RTO/RPO requirement and retention policy.	Pls share Bank's RTO/RPO requirements and retention policy for our review and comment	As this is could based solution, bidder needs to ensure 100% availability. Pls refer Service Level Penalties as defined in the RFP.
116	98	Annexure 18 - #7 - Section 3	General	SP to comply with Bank's password management policy.	Pls share Bank's password management policy for our review and comment	Will be discussed with L1 Bidder.
117	99	Annexure 18 - #7 - Section 5	General	Virtual environment security: It includes resource allocation, hardening of OS, VM image encryption, VM monitoring, USB disabling on VMs, VM should be kept on dedicated partition and IP addresses should not be shared.	Since we are using the cloud infrastructure provided by the CSPs (Azure/AWS), these aspects are taken care of by them as part of their PaaS offering. Pls confirm this setup is acceptable with the Bank.	ok but for Bank it will be sole responsibility of the bidder only
118	99	Annexure 18 - #7 - Section 5	General	Monitoring: Devices may be integrated with Bank's SOC for continuous monitoring for access monitoring, threat monitoring, audit logging, system usage monitoring, protection of log information, administrator and operator log monitoring, fault log monitoring.	Pls clarify whether Bank is looking for integration of our application monitoring tool with Bank's SOC. (It may be noted that we use the SIEM monitoring tool called 'Loggly' and currently we don't support integration with external SOC)	not required
119	100	Annexure 18 - #7 - Section 10	General	SP to ensure the following requirements are met - * Compliance with Information Security of the Bank as applicable on relevant aspects	Pls share Bank's Information security policy for our review and comment on compliance	Will be discussed with L1 Bidder.
120	100	Annexure 18 - #7 - Section 10	General	Protection mechanism (physical and logical) SP has in place for the actual hardware where Bank's data will be stored on.	We use secured cloud infrastructure for hosting customer data and no actual hardware is used locally to store data. The physical/logical security measures of the datacenter/cloud infra are taken care of by the CSPs (Azrue/AWS) as part of their PaaS offering. Pls confirm that this setup is fine with the Bank.	ok but for Bank it will be sole responsibility of the bidder only
121	127	Annexure 23 - Section 17	General	Bank should develop its private cloud and should not connect its private cloud having sensitive data with public cloud.	Please explain this requirement.	Please refer addendum
122	Page 12 of 124	Section 11.1	Legal	11.1. Bank reserves the right to terminate this RFP at any stage without any notice or assigning any reason.	Bidder request that atleast a nominal period of notice (of 90 days) to be given in case of termination for convenience. Bidder also request termination right for the Bidder in case of breach by the Bank and describe the detailed consequences of breach	No Change

123	Page 22 of 124	Section 21	Legal	Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.	Bidder request that this clause to be modified to reflect that indirect and consequential losses are disclaimed on mutual grounds and direct losses can be disclaimed only if not due to reasons attributable to the Bank.	No Change
124	Page 72 of 124	Enterprise license on proposed Solution (Learning Management System)	Legal	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 & International Territories, present & future subsidiaries and associates both domestic & international and present & future RRBs.	Bidder request that this to be changed as limited and time bound licenses instead of perpetual as the Bidder offers a SaaS Platform	Please refer addendum. Please read <i>Enterprise wide perpetual License</i> as <i>Enterprise wide License</i> at all the places wherever mentioned in the RFP.
125	Page 75 of 124	Ownership, Grant and Delivery	Legal	Ownership, Grant and Delivery	Bidder request that this to be changed as limited and time bound licenses instead of perpetual as the Bidder offers a SaaS Platform and no rights on IP of whatsoever nature is transferred and/or assigned.	Please refer addendum. Please read <i>Enterprise wide perpetual License</i> as <i>Enterprise wide License</i> at all the places wherever mentioned in the RFP.
126	Page 77 of 124	Escrow Mechanism	Legal	The Bank and the Vendor shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the software product supplied/procured by the Vendor to the Bank in order to protect its interests in an eventual situation. In case of a disagreement between the Bank and the Vendor regarding appointment of an escrow agent, the Bank shall appoint an escrow agent in its entire discretion which shall be final and binding on the Vendor. The Bank and the Vendor shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent. Costs for the Escrow will be borne by the Vendor. As a part of the escrow arrangement, the final selected Vendor is also expected to provide a detailed code documentation.	Bidder request to remove this obligation in toto.	No Change
127	Page 109 of 124	Clause 17 - Property Rights	Legal	Whereas title to all inventions and discoveries made jointly by the parties resulting from the Work performed as per this agreement shall reside jointly between the parties. Both the parties shall mutually decide the future course of action to protect/ commercial use of such joint IPR. The Intellectual Property Rights shall be determined in accordance with Indian Laws.	Bidder request to amend this clause to state that no IP will flow from either party irrespective of any customization done for the Bank under this RFP as those are inseparable from the core product	No change
128	Page 112 of 124	Limitation of Liability	Legal	Except the grounds mentioned under the para two of this clause, Service Provider's aggregate liability in connection with obligations undertaken as a part of the Agreement regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value.	Bidder request to limit the liability to actual loss or the one year contract value whichever is lesser	No Change
129		4	Video	Please elaborate on the types of video file formats that needs to be supported?		RFP document is self explanatory
130		4	Video	Please elaborate on the video resolutions that needs to be supported. Is it 1080p, 720p, 480p, 360p & 240p		RFP document is self explanatory
131		4	Video	Please elaborate on supported audio formats for Podcasts		RFP document is self explanatory
132		4	Video	What will be the max size of a video file & max duration?		RFP document is self explanatory
133		4	Interactivity	Please explain the functionality of adding learning points within a video		RFP document is self explanatory
134		4	Interactivity	Will the video creator add these interactivities (hyper link, questions, learning points) as a DIY using DIY creation tool?		RFP document is self explanatory
135		4	Analytics	Does completion mean if the user seeks across the video then it will be marked as complete?		RFP document is self explanatory

136		4	Analytics	Pls explain the Quiz analytics and video completion criteria		RFP document is self explanatory
137		4	Analytics	Will the user have the ability to seek across the video ?		RFP document is self explanatory
138		4	Analytics	In video analytis is the requirement to understand which user has watched which portion of the video & how much ?		Yes its required
139		4	Analytics	Do we need to track the viewership for podcasts?		Yes
140		4	Creation	To create videos, will the user install any plugin or desktop softwares?		RFP document is self explanatory
141		4	Creation	For creation, will the user combine multiple clips (like ppt, Video, Talking head) together?		Yes. User can combine any other format
142		4	Creation	Will the user replace audio in case of any mistakes while creating the clip		Yes
143		4	LIVE	What is the number of live participants that would participate in a event?		We cant determine it, will be based on the event.
144		4	LIVE	After the live streaming, should the live event be automatically available to the audience as a Video on demand?		Option should be avilable
145	2	6	Scope of Work	e-book file formats	What are the e-book formats required to be delivered by the LMS?	all format should be accepted
146	3	9	Scope of Work	Capability to share all types of content via direct URL??	How will content be shared via direct URL, is this to be through the LMS and can only be accessed with user credentials	Yes, with user credential
147	8	1.3	Scope of Work	The user Home Page must show a (customizable as per our need) 'Learning Progress' dashboard showing all the mandatory courses assigned to the user based on his/her job role and its completion compliance progress (in statistical and graphical formats) of all current, past (Year wise) learnings programs of the user	What is the exact workflow to be implemented for the maker/checker concept in capturing training details by the user roles.	Maker should be able to create and Checker should be able to verify.
148	10	-	Eligibility	Bid Security (Earnest Money Deposit) - EMD Exemption	We will be bidding as the primary bidder/service provider along with the OEM who owns the LMS product. We have MSME certification. In this case, please confirm if we will get the MSME exception for EMD.	MSE exemption will be given as mentioned in the RFP document and subsequent addendum
149	30	D (2)	Eligibility	Bidder should have direct support offices in Gandhinagar. In case direct support office of the bidder is not present in Gandhinagar then an undertaking to be provided by the Bidder stating that direct support would be provided by the bidder at Gandhinagar whenever desired by the Bank.	We have offices in Mumbai, Delhi, Bangalore, Kolkata, Chennai etc.. We will provide direct support at Gandhinagar whenever its required. we will also provide day to day remote technical support as well. Please confirm the type and scope of work requirud at Gandhinagar.	direct support needs to be provided at gandhinagar as and when Bank requires.
150	27	2:1:D	Eligibility	The Bidder/OSD should have supplied, deployed and maintained successfully the 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.	In India we have implemeted our LMS solution for corporates entities such as Phillips Machine Tools - 3000 Users, Manipal Academy of Banking (for their banking clients) - 8000 users and Avadhut Sathe Trading Academy - 7000 users etc.. Also, we have implemented the same solution for International Corprates. Based on this please confirm if we are eligibity to participatpe in this Bid	Please refer our eligibility criteria as given in RFP and subsequent addendums
151			Scope of Work	Role of Users (Author, Instructor, Monitor etc.)	Please let us know the type of users to plan the platform training requirments.	Will be discussed with L1 Bidder.
152				Can we get any relaxation on the minimum average turnover as we are registered under MSEs? we are aligning with most of the criteria but the turnover criteria which you have provided seem on the higher side. This is to request that you could provide some relaxation on the annual average turnover to 5cr so that we can participate in the tender.		Repeated Query
153				Can we also show our experience of providing our services to private companies?		Please refer our eligibility criteria as given in RFP and subsequent addendums
154				Is consortium allowed?		No, Consortium is not allowed
155	10	5	Exemption for EMD amount:	Exemption from submission of EMD shall be given to bidders, who are Micro Small Enterprises (MSE) / Startups. The bidders who are MSE have to submit necessary document registered under Udyam Registration	The organizations which are MSME need to submit the registration copy along with the bid on Gems portal. No other declaration need to be submitted please clarify.	Exemption of EMD is allowed as mentioned in the RFP documents. Certificate of exemption needs to be provided as mentioned in the RFP and Govt. of India guidelines.
156	30	D2	Experience & Support Infrastructure	Bidder should have direct support offices in Gandhinagar. In case direct support office of the bidder is not present in Gandhinagar then an undertaking to be provided by the Bidder stating that direct support would be provided by the bidder at Gandhinagar whenever desired by the Bank.	Direct support is referred to level 1 support here, please clarify. We have easy to use tiketing system which is used to log ticets for direct support. Please confirm if this suffice the purpose of direct support and no dedicated support manager is required	direct support needs to be provided at gandhinagar as and when Bank requires.
157	82	Annexure 13-Commercial Bid	Annexure 13-Commercial Bid	Hosting charges	Please clarify if Bank is looking for Cloud hosted application and cloud is managed by bidder. If yes, please clarify if bidder to mention hosting charges separately in the commercial bid.	Clarification given in addendum regarding recurring charges

158	55	12	SCOPE	<ul style="list-style-type: none"> • QR-code, URL and Geo-fencing based attendance marking 	<p>In our LMS, attendances are marked in three ways:</p> <p>a) Using QR code scanning by users themselves b) Attendance marking by admin/trainer manually or bulk csv upload c) Automatic attendance marking using LMS.</p> <p>Our understanding is that the above mentioned features of our LMS suffices BOB's attendance marking requirement and URL and Geo-fencing based attendance marking is not required.</p> <p>Please confirm if our understanding is correct and please elaborate if otherwise.</p>	Please refer addendum
159	55	12	SCOPE	<ul style="list-style-type: none"> • QR-code and URL based customizable feedback submission and should be able to send reminders for the same. 	<p>In our LMS, feedback forms gets visible at the learner interface within the training info page, post closing of attendance. The admin/trainer can send repeated reminders to the learners for filling the feedback form.</p> <p>The learner can then fill & submit the feedback form, post which the certificate gets issued for the successful completion of the training.</p> <p>Our understanding is that the above mentioned features of our LMS suffices BOB's attendance feedback & reminder requirement and the URL based customizable feedback submission is not required.</p> <p>Please confirm if our understanding is correct and please elaborate if otherwise.</p>	LMS must have URL and QR-Code based feedback which can customize as per the bank need. Also instructor or other designed user can sent the reminder notification whenever require.
160	57	1.6	SCOPE	Admin must be able to customize BOB logo placements, nomenclatures, custom background images, employee parameters on display, learning achievements display etc. on the LMS platform	<p>Our understanding is that here BOB requirement is that the admin must be able to add BOB logo, nomenclatures, custom background images, employee parameters etc. on display.</p> <p>Please confirm if our understanding is correct and if otherwise, please elaborate if anything additional is required.</p>	Yes. Admin or super admin has to right to change the customize BOB logo placements, nomenclatures, custom background images, employee parameters on display, learning achievements display etc. on the LMS platform
161	58	1.15	SCOPE	Home page must display Badges and leaderboard earned by learners/users with capabilities of customized by admin.	<p>In our LMS, the learner homepage displays the badges, points earned by the learners.</p> <p>Our understanding is that the above mentioned features of our LMS suffices BOB's learner homepage display requirement.</p> <p>Please confirm if our understanding is correct and please elaborate if otherwise.</p>	Already scope elaborate in the RFP. Will discuss more in demo if any query.
162	52	Annexure 10 – Project Details Scope of Work	Scope	c) Migrate existing LMS to new learning management system	<p>vendor supports & have experience in data migration from legacy system. However, we would like to understand:</p> <ol style="list-style-type: none"> 1. Name of existing legacy system and how data will be exposed to vendor? By API, CSV or by any other medium 2. What data modules are required to migrated into vendor LMS i.e., User profile data, User learning history, courses, assessment etc. 3. We would also like to understand how old is the existing LMS system and what quantum of data needs to be migrated? 4. How contents will be shared to vendor LMS? What formats of contents needs to be migrated e.g. SCORM 1.2 in zip files, videos as .mp4 files etc. ? What will be the average size of these contents? How much contents files are there to be migrated? 	Will be discussed with L1 Bidder.

163	68	Technical Specification	Scope	2.1 Migration of existing database (current DB: Microsoft SQL Server 11)	<p>From which systems are there to be migrated.</p> <p>5. As a standard data migration process, vendor does migrate the learner history into data warehouse only and these history will be available only in reports. No such data will be available in vendor LMS transactional reports history. Also, only high level learning history will be migrated. e.g., assessment score only. Detailed analysis of question wise assessment score will be out of scope. Please let us know your expectation.</p>	Will be discussed with L1 Bidder.
164	56	Annexure 10 – Brief Project Scope	Scope	1.1 Login Active Directory based login on web and pin and biometric based login in Mobile Application	Our LMS does have KeyCloak based IDP for authentication of users which is capable of several type of SSO protocols such as AD, ADFS, OAUTH, SAML. As per requirement, Active directory based SSO will be required for web and app user authentication. Please confirm.	Currently we have authentication of web through ADFS. We will discuss more in kick off meeting.
165	56	Annexure 10 – Brief Project Scope	Scope	1.2 Automatic user creation, deletion and modification via integration with our HRMS	<p>Our LMS comes with several connectors to integrate with 3rd party software.</p> <p>As per our understanding, we assume that following will be the scope for 3rd party system integrations:</p> <p>HRIS will be required to sync masters data (such as department, location & job roles) along with user profile data. We would like to know which HRMS system is currently used by BOB & how its data will be exposed to vendor LMS i.e., through APIs or by csv files at SFTP.</p> <p>We also understand that only one way integration is required with HRMS system. Please confirm.</p>	It will be two way integration and currently we can't finalise which data will be exposed to .
166	58	Annexure 10 – Brief Project Scope	Scope	1.16 AI based domain-wise chat-bot should be available with users where users can post their queries. User should be also able to search the old queries of all users using text keywords.	<p>vendor LMS comes with several support modules to help user on their queries such as FAQ, discussion forum & help manual. Apart from the above, vendor also provides admin support through 5 days training and support query portal. Does the above features will meet the BOB requirement or AI based chat-bot is still the mandate requirement. In case of chat-bot requirement, we would like to understand:</p> <ol style="list-style-type: none"> 1. We would like to understand the use case for chatbot requirement? Is there is any specific use case why chatbot is required within vendor LMS. 2. Is there is any specific group of users which will use chatbot? We assume that chatbot will be basically required for learners to guide them within LMS application. There should be set of predefined set queries which learner can be selected by learner to reach the required outcome in sequential steps. We would like to understand what kind of support is required from a chatbot within vendor LMS. 3. We assume that chatbot is required only in text format in English language. Please confirm. 4. Are you looking for any external chatbot which needs to be integrated with vendor LMS? If yes, we would like to know the name of the system. 	Chatbot word is self explanatory, we will be requiring this service within LMS
167	60	Annexure 10 – Brief Project Scope	Scope	2.3 LMS should have facility of proctored assessment/exams . Proctoring facility should, a. Restrict user to navigating from exam screen to any other screen/software b. Keyboard must be locked/disabled.] c. Ports like (USB,HDMI, etc.) should be disabled. d. Video based proctoring is desirable but not mandatory.	We assume that assessment proctoring feature will be available only over web and there should be some kind of restriction needs to be built so these assessment can be accessed only over web. Please confirm.	Proctoring is standard term and our requirements are within its definition, details of which will be explained at the time of PO

168	61	Annexure 10 – Brief Project Scope	Scope	2.13 LMS should have inbuilt authoring tool so that trainers can create different type of E-Learning (Flash cards, video, ppt, info graphic etc.) without having in-depth knowledge of E-Learning development.	Importation of content created using 3rd party authoring tools(e.g.: Articulate Storyline, Captivate, dominKnow, etc.) can be easily done as SCORM packages (1.2 and 1.3 formats). Our LMS application supports upload of SCORM content directly through UI. We assume that this will suffice the BOB requirement and no integration will be required by any 3rd party authoring tool.	Inbuilt authoring tool means a tool which supports creation of different kind of learning material ex. Presentation, Infographics, Video, quiz etc, so LMS should provide this inbuilt tool
169	61	Annexure 10 – Brief Project Scope	Scope	2.14 LMS should have facility to share contents like SCROM, Video, Assessment, etc. available on LMS via external link, which can be sent to user via any text message, WhatsApp , email, etc. When user click on this link LMS should direct the user to that particular content.	We assume that BOB will provide their WhatsApp business account which needs to be integrated to share content. Please confirm.	Whatsapp Package will be provided by the Bank
170	62	Annexure 10 – Brief Project Scope	Scope	2.16 LMS should Provide integration with HRMS/HR Connect, Bank's other internal applications, and other external platforms, MOOC providers, external and internal digital libraries. LMS should support all kind of audio/video/text/e-Books. And data on usage should be captured .	Are there any external and internal digital libraries currently used by BOB team. If yes, we would like to get the name of those systems along with the data flow required from these integrations. We would also like to understand how these digital libraries will be exposed to vendor LMS.	Currently names cant be provided, but LMS should have capabilities to integrate any kind of digital library
171	62	Annexure 10 – Brief Project Scope	Scope	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).	System comes with connectors for MS Teams & Zoom. We assume that this will suffice the requirement of virtual meetings. However, if there are still more 3rd party VILT system integrations are required, then we would need the list of those.	Just connectors will not suffice the requirement, there should be complete integration which will help two way data flow.
172	65	Annexure 10 – Brief Project Scope	Scope	4.5 LMS should have facility of in depth search and auto transcription. By auto transcript we mean LMS should able to convert audio used in video to text automatically and the facility should support at least English and Hindi.	Our system comes with video library module where admin can upload SRT file with the videos. There are several video SRT generator tools available within the market which can be used by BOB. We assume that this will suffice the BOB requirement. Please confirm.	No this will not suffice the requirement
173	66	Annexure 10 – Brief Project Scope	Scope	5.3 LMS should have facility to send various alerts/notifications via WhatsApp business .	We assume that BOB will provide their WhatsApp business account which needs to be integrated to share content. Please confirm.	Whatsapp Package will be provided by the Bank
174	68	Technical Specification	Scope	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>We do have more than 300 client implementation where we provide a shared UAT server to the client to keep the hosting cost effective.</p> <p>Separate environments will be setup for Client which include development, testing, UAT & production environment. We use internal servers for development, integration testing, user acceptance testing.</p> <p>Dedicated UAT server can be provided but this will increase the cost. Please let us know does this is a must have requirement.</p> <p>Here are the common methodology which we prefer for shared UAT server:</p> <ol style="list-style-type: none"> 1. To have a Single UAT environment for all its clients. The UAT environment will be setup on AWS and will be used across teams for functional UAT of the system for Clients. 2. The process for the UAT will be mentioned in the proposal as a standard offering. No deviation on the standard offering will be provided. The exceptions will have to be considered in the proposal as an extra cost. 3. Standard UAT Process clauses in the agreement/proposal <ol style="list-style-type: none"> a. Functional UAT of the system will be executed on our own Infrastructure on AWS. b. System integrations will not be a part of the functional UAT process. c. Functional UAT of the system will have a maximum of 100 users and 20 GB of storage space allocated per client. d. System will be moved to the production environment only after functional UAT sign-off by the client. A smoke test will be done post deployment on the production environment. Post Smoke test sign-off 	As explained above , clarifications has been given through addendum

175	70	Technical Specification	Scope	2.17 The LMS application should be compliant to all provisions of the Information Technology Act, 2000 (along with amendments as per Information Technology (Amendment) Act, 2008) and be in conformity with the guidelines issued by the Bank and other applicable laws with latest amendments at the time of delivery. The LMS application should also comply with any statutory or regulatory requirements or any industry-wide changes arising during the subsistence of the Project	vendor standard methodology and framework has been designed and developed by referring ISO 27001, ISO 9001, ISO 27701 and GDPR standards. Will the above compliance and certificates will suffice the BOB requirements? Please confirm.	No Change
176	71	Technical Specification	Scope	4.2 Solution must conform to latest standard of AICC	Our system is compliant with SCORM 1.2/1.3 and support other content files such as PPT, PDF, web links, audios & videos. AICC standards are basically used by the aviation companies and as per our experience it is not used by BFSI based organization. However we would like to understand if AICC is a must have requirement for BOB?	Please refer addendum
177	71	Technical Specification	Scope	4.3 Support for multiple content distribution modes – PPT, PDF, Web Links, audio, Videos, SCORM, xAPI	Our system is compliant with SCORM 1.2/1.3 and support other content files such as PPT, PDF, web links, audios & videos. However we would like to understand if xAPI is a must have requirement for BOB?	LMS should have capabilities to support xAPI format.
178	77	Additional Requirement	Scope	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.	vendor conducts application VAPT our product i.e., vendor LMS once in a year from external 3rd party provider. However, if implementation specific VAPT needs to be conducted, then it can be conducted with additional charges. We assume that frequency of VAPT in a year will be one only. Please confirm	Repeated Query
179	92	Annexure 18	Scope	4. The solution conforms to the following industry level certifications: - ISO 27001:2013 - ISO 27017 - SOC 1 / SOC 2 / SOC 3 - ISO 27018	vendor standard methodology and framework has been designed and developed by referring ISO 27001, ISO 9001, ISO 27701 and GDPR standards.	All the mentioned certificate require and also in future any regulatory change arise vendor has to compliance.
180	93	Right to Audit	Scope	Service Provider should provide right to audit as similar to what Bank is having with other shared data centers in India. Bank must have "Rights to Audit" the SP's compliance with the agreement including rights of access to the SP's premises where relevant records and Bank's data is being held. It also include audit rights for the Bank or its appointed auditor (nominee) or regulators as an integral clause in the service agreement.	vendor do not conduct infra specific VAPT on cloud environment as it is not allowed by AWS. However, application VAPT will be done on every major project release. For infra specific vulnerability, we can provide cloud provider security reports such as SOC2, SOC3. We assume that this will work for BOB. Please confirm.	Repeated Query
181	93	Data and Information Security	Scope	To comply with Bank's RTO/RPO requirement and retention policy	By default we provide a RTO and RPO of 24 hours (once vendor gets the backup files from the client) with manual disaster recovery. This is in line with the industry standards as LMS is not a business critical application and does not require a high RTO and RPO. However, RTO and RPO with DC-DR can be provided as per BOB business requirement with additional charges. We would like to understand the required RTO and RPO	As this is could based solution, bidder needs to ensure 100% availability. Pls refer Service Level Penalties as defined in the RFP.
182	95	IT Infrastructure Security of public cloud consist monitoring as under	Scope	Encryption and Key Management : Depending on sensitivity data is to be encrypted, transport layer encryption is to be ensured using SSL, VPN Gateway, SSH and TLS encryption. End-to-end process for managing and protecting encryption keys to be established and documented. Compliance is to be ensured in ongoing basis.	We would like to understand that is VPN gateway is a must have requirement for server architecture? We assume that this might be required for accessing web application only. However, it will restrict learner to access LMS mobile application within his Android and iOS device over public internet. Please confirm.	No Change
183	55	Classroom Attendance and Feedback	Scope	QR-code, URL and Geo-fencing based attendance marking	Our LMS application does have QR code based attendance feature where trainer can print the QR code which can be scanned by learner at real time to mark the attendance. We would like to understand geo-fencing based attendance marking feature with some use case.	We will discuss more in kick off meeting.

184	53	User Interface and Integration Capability	Scope	Should be able to integrate with bank's other internal applications	<p>We would like further details on BOB's internal applications which need to be integrated with our LMS application. Please detail out the data flow for these integrations.</p> <p>Is SSO is required? If yes, then our LMS does have KeyCloak based IDP for authentication of users which is capable of several type of SSO protocols such as AD, ADFS, OAUTH, SAML. We would like to understand required SSO protocol for better understanding.</p>	Repeated Query
185	53	User Interface and Integration Capability	Scope	Can integrate with Coursera, edX, or any other MOOC providers	<p>Our LMS comes with several connectors to integrate with 3rd party content providers such as Coursera, LinkedIn learning, Udemy etc. These connectors can be provided with additional charges. We would like to get the list of all required 3rd party content providers where integrations are required.</p>	Will be discussed with L1 Bidder.