

**Annexure 1**

<b>Pre - Bid Queries : Request for Proposal for selection and empanelment of eLearning course developers with rate contract for a period of 2 years</b>						
Sr.No	Page #	Point /Section	Category	Clarification point as stated in the tender document	Comment	Reply
1	60	E	Technical Evaluation	Feedback from Existing Clients	Should it be a Letter signed & Written by the existing client or it can be a screenshot of the Feedback shared over an email by the client after Final delivery of the learning module.	Bidder needs to provide details of clients which should contain their Name, Number, Email id. Feedback will be directly taken by us.
2	62	Annexure 11	Commercial Evaluation	Per Minute cost across Levels of Complexity	Is there any overall volume segregation that is planned according to the learning initiatives, for each of the Level or Complexity of development?	NO
3	65	6& 7	AR/VR/ 360 degree/Gamified Learning	Concept of delivery	Should the VR headset also be provided by the Vendor, in that case what is the approx. estimated number of Headsets that would be required? And where can this cost be included in the commercial proposal?	NO

4	65	6&7	Gamified Learning	Gamified form using 2D/3D Graphics & highest level of Creativity in Instructional Design	Can we get more clarity on the Learning output format and any expectation on the elements to be covered within this Gamified learning? Is it developing an eLearning module using a Game based approach involving a Theme/Concept of Game , creating a learning journey for the learners within the course & providing some reward points upon successful completion of sections within the course.- Please advise	Please refer to the amendment
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5	57	Annexure 09 – Project Details Scope of Work	Project Scope	<p>Bank will empanel the successful bidders and the broad scope of their work would include the following:</p> <p>a) Design and development of SCORM/AICC/XAPI/ HTML 5 or other standards compliant eLearning course based on the inputs provided by the Bank. The design and content will be developed in collaboration with the Bank. The Bank will own it and will have all Intellectual Property Rights /copyright on it.</p> <p>b) Provide Support for deployment of the eLearning courses on the LMS.</p> <p>c) The course should also be accessible through mobile devices / handheld devices.</p> <p>d) eLearning courses should be 508 compliant (accessible to visually impaired users)</p>	<p>What is the expected quantum of Level wise eLearning to be developed during the 2 years of empanelment period.</p>	<p>It will be as per Banks ongoing requirement</p>
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6	83	Annexure 16 - SERVICE LEVEL AND NON DISCLOSURE AGREEMENT FORMAT	35.PAYMENT TERMS	1. The charges will only be paid after completion of the work order to the satisfaction of the Bank.	Payment milestones are no clear. Can we propose our own payment milestones.	Payment will only be released after completion of work order to the satisfaction of the Bank.
7	57	Annexure 09 – Project Details Scope of Work	Project Details Scope of Work	300- eLearning courses on various Banking	Do you have a percentage of level wise distribution in this said 300 eLearning courses?	No
8	58	Project Scope	Project Scope	Design and development of SCORM/AICC/XAPI/ HTML 5 or other standards compliant eLearning course based on the inputs provided by the Bank. The design and content will be developed in collaboration with the Bank. The Bank will own it and will have all Intellectual Property Rights /copyright on it.	Is there any recommendation of eLearning Authoring tools?	No

9	58	Project Scope	Project Scope	Provide Support for deployment of the eLearning courses on the LMS.	What level of support is required, do you want us to do a deployment of the UAT-tested SCORM package onto the LMS?	At the time of uploading the developed module in our LMS, if there are any errors or module is not working properly in our LMS, bidder needs to make required changes in module so it can be easily uploaded and can be attended on our LMS.
10	58	Project Scope	Project Scope	eLearning courses should be 508 compliant (accessible to visually impaired users).	What all accessibility standards should be implemented? 1. Read aloud for text 2. Image / Graphic transcriptions 3. Animation / Video descriptions	All applicable standards as per 508 compliance
11	58	Project Scope	Project Scope		Video: Should the animation description be provided for the complete Video / Animations as an Alt Text or VO would suffice?	All applicable standards as per 508 compliance
12	60	Annexure 10 – Technical Bid Evaluation	Annexure 10 – Technical Bid Evaluation	Section H: Presentation of newly developed eLearning course on topic/content provided by Bank. (10 minutes course)	When will the Topic for the Sample POC shared with us?	It will be shared with qualified bidders after opening technical bid and checking minimum eligibility criteria.
13	64	Annexure 11- Commercial Bid evaluation criteria	Annexure 11- Commercial Bid evaluation criteria	Level 1 & 2 of AR/VR/360 degree /Gamified Learning	Is there a list of features available for each level of AR/VR/360-degree/Gamified Learning?  We would like to understand what all features need to be made available in Level 1 & 2	Please refer to the amendment

14	66	Annexure 11- Commercial Bid evaluation criteria	Annexure 11- Commercial Bid evaluation criteria	Content type wise timeline for development stages	eLearning: the 31 days mentioned is 31 working days and not 31 calendar days.  And, the timelines mentioned is for 15 to 30 minutes	Please refer to the amendment
15	30	Annexure 01	General	Annexure 01 - Guidelines for submission details 11. Letter of authorization from the company authorizing the person to sign the tender response and related documents.  12. 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.	For point 11 and 12 is there a need to submit two separate letter? Will one POA / Board Resolution be sufficient?	POA / One Board Resolution will be sufficient providing it contains both the points.

16	37	Annexure 02	Eligibility	Annexure 02 –Evaluation Terms A. Eligibility Bid Evaluation 4. The bidder firm should have prior experience in working on eLearning course development with at least 5 organisations including Government, Nationalised & Private Banks, PSU, Educational institute, Training institutes, MOOCs or Limited companies for minimum two years.	By 'Minimum two years' does it mean the bidder should have work with a that particular organisation for minimum two years?	Yes
17	58	Project Scope	Scope	a) Design and development of SCORM/AICC/XAPI/ HTML 5 or other standards compliant eLearning course based on the inputs provided by the Bank. The design and content will be developed in collaboration with the Bank. The Bank will own it and will have all Intellectual Property Rights /copyright on it.	Please confirm that the raw content and SMEs for the eLearning courses will be provided by the Bank. The vendor is not required to generate the content and hire any SMEs.	Yes
18	59	Annexure 10	Technical Evaluation	Annexure 10 – Technical Bid Evaluation C. Client Base (Banking / PSU / Limited Companies / MNCs/ Educational Institute/ Training institute/ MOOCs) (no of clients) (Last 3 years)	For this criterion the supporting document is mentioned as 'Agreement copies'. Please confirm that WOs/POs will also be acceptable.	No

19	59	Annexure 10	Technical Evaluation	Annexure 10 – Technical Bid Evaluation C. Client Base (Banking / PSU / Limited Companies / MNCs/ Educational Institute/ Training institute/ MOOCs) (no of clients) (Last 3 years)	Request you to also accept Agreements/POs form NGOs.	Agreement /POs from NGO are not acceptable.
20	60	Annexure 10	Technical Evaluation	Annexure 10 – Technical Bid Evaluation E. Feedback from existing client	Will a completion letter from client stating work has been completed successfully count as letter of Satisfactory work?	Bidder needs to provide details of clients which should contain their Name, Number, Email id. Feedback will be directly taken by us.
21	60	Annexure 10	Technical Evaluation	Annexure 10 – Technical Bid Evaluation H. Presentation of newly developed eLearning course on topic/content provided by Bank. (10 minutes course)	When will the Bank provide topic/content for developing sample eLearning course?	As per serial number 12.
22	60	Annexure 10	Technical Evaluation	Annexure 10 – Technical Bid Evaluation H. Presentation of newly developed eLearning course on topic/content provided by Bank. (10 minutes course)	Kindly allow at least 6 - 7 working days for developing the sample eLearning course.	Will be informed to qualified bidders in due course
23	62	Annexure 11	Commercial	Annexure 11- Commercial Bid evaluation criteria	To get quality vendors request you to do the final evaluation using QCBS method instead of L1.	Evaluation will be done as mentioned in RFP



24	66	-	General	Content type wise timeline for development stages	<p>The development timeline given for all Levels of content is same, 31 days. While developing Level 1 content in 31 days is feasible developing Level 2 and Level 3 content requires more time.</p> <p>Kindly give at least 45 days for Level 2 and as least 62 days for Level 3 content.</p>	Please refer to the amendment
25	71	Annexure 13	General	<p>Annexure 13 – Binding Criteria for Technical Presentation</p> <p>At least one senior representative from bidder’s organization should be present in the technical presentations.</p>	The presentation will have to done in person at Bank's office or it will be a online presentation?	In person at Banks office at Gandhinagar / Ahmedabad
26	71	Annexure 13	General	<p>Annexure 13 – Binding Criteria for Technical Presentation</p> <p>Complete soft copies of the presentation materials should be shared with the Bank before the presentation.</p>	By this we understand that the soft of copy of the presentation has to be submitted once the Bank calls the vendor for doing the presentation and not at the time of bid submission. - Please confirm.	Yes
27	81	Annexure 18	General	Annexure 16 - SERVICE LEVEL AND NON DISCLOSURE AGREEMENT FORMAT	We assume that the SLA and NDA will have to be done only by the selected vendors and not by all vendors as time of bidding. - Please confirm.	Yes

28	NA	NA	General	Bid submission date.	Requesting you to give at least 15 - 20 days for submission from the date responses to pre-bid queries are published. Since it is a hardcopy submission sufficient time will be required to print, pack and courier the bid documents.	Please refer to the amendment
29	60	Annex 10/H	Eligibility	Presentation of newly developed eLearning course on topic/content provided by Bank. (10 minutes course)	Is the bidder expected to develop the 10 minutes course based on a topic suggested by the bank? If yes, by when will the bank share the name of the topic?	Yes, and It will be shared with qualified bidders
30	64	Annexure 11	Commercial bid evaluation	All the six bidders will be offered with L1 rate as above for all -11- types of levels	We understand that L1 rates will be differential across each category. This is to say that L1 rate for a low complexity course will not be applicable to product of higher complexity, say videos and simulations. Those categories will have different (L1) rates.	the clause in RFP is self explanatory

31	64	Annexure 11	Scope	<p>eLearning Course(Level1):</p> <p>Scenario based learning, eLearning with Limited Interactions (Drag-and-drop, single/multiple select). In this level, students might be required to associate with the learning condition through interactive "problem areas", movements, interactive activities with sight and sound. Such interactivity stretches out a level of control to the student.</p>	Please let us know if you are expecting audio in the scope.	Please refer to the amendment
32	65	Annexure 11	Scope	<p>AR/VR/360 degree /Gamified Learning(Level 1 and 2):</p> <p>Content in AR/VR/360 degree with gamified form using 2D graphics and highest level of creativity in instructional design</p> <p>Content in AR/VR/360 degree with gamified form using 3D graphics and highest level of creativity in instructional design</p>	<ol style="list-style-type: none"> <li>1. Please let us know more in details for AR/VR from content perspective, in which area of Banking you are looking AR/VR to be implemented.</li> <li>2. Please let us know if any AR based content has been utilized at your end. If yes, can you provide any screenshots.</li> <li>3. Please let us know the deployment platform of AR/VR.</li> <li>4. Please let us know if you are expecting deployment support for AR/VR.</li> <li>5. Please provide let us know list of devices or details regarding operating systems.</li> </ol>	<ol style="list-style-type: none"> <li>1. Please refer amendment.</li> <li>2.No, we will not be able to share details.</li> <li>3. It will be on our LMS</li> <li>4. In Banks LMS</li> <li>5. As above, should be accessed by all supporting devices and OS.</li> </ol>

33	65	Annexure 11	Scope	<p>Simulations (Level 1, 2, 3 and 4):</p> <p>Point and Click (learners are invited to click on different parts of the screen capture for further information. Information may appear in the form of a pop-up box superimposed over the screen, or as a result of a simple action such as dropping down a menu from a tool bar.)</p>	<p>1. Please let us know expected no. of steps(clicks) you envision for the seat mentioned for learning content.</p> <p>2. Please let us know if we will be having access to existing application used in banking at your end.</p> <p>These queries are applicable to all the levels of Simulations mentioned in the RFP document.</p>	All raw content will be provided by Bank as detailed in RFP
34	64	Annexure 11	Commercial Bid evaluation criteria –	Commercial Bid evaluation criteria –	Will all the levels of eLearning courses require professional voice-over?	Please refer to the amendment
35	66	Annexure 11	Commercial Bid evaluation criteria –	Commercial Bid evaluation criteria –	<p>The timelines mentioned for development does not specify the time required by BOB SME to revert on the deliveries. This is a very important factor as the overall project timeline depends on this.</p> <p>Also, if there are multiple review rounds in any stage the same needs to be considered.</p>	Please refer to the amendment
36	66	Annexure 11	Commercial Bid evaluation criteria –	Commercial Bid evaluation criteria –	<p>The timelines mentioned will be for what duration of content development? i.e., what would be the seat time (duration of course) to be considered for the specified timelines. Please note high-end courses would need more time for development and testing so will that be considered?</p>	Please refer to the amendment

37	69	Penalty & Liquidated Damages (LD	Penalty & Liquidated Damages (LD	Penalty & Liquidated Damages (LD	What will be the repercussion for the delays that happens from BOB side.	Please refer to the amendment
38	60	Annexure 10 (F)	Eligibility	Credit worthiness (CIBIL)	Kindly clarify if this is required for Directors or we need to get the report for an organisation	No action required at the bidders end
39	66	Content development timelines	Scope	Content type wise timeline for development stages	Would there be any felxibility in the development timelines for AR/VR and Gamified Learning modules. As for all kinds of work maximum given timelines is 31 days	Please refer to the amendment

37	Annexure 02- A Table S#: B- 5	Eligibility	Experience of having successfully carried out similar works / job i.e. developing of eLearning courses including, various levels of eLearning courses, Video, AR/VR/360 degree/ gamified learning as well as simulation work etc. and supplied the same to the PSU/ Banks/ Educational institutes/ Training institutes/ MOOCs / Ltd. companies. during last – 3 - years (as on 31.12.2022) should be any of the following: (Supporting documents should be Work Order, Agreement, Completion Certificate, Performance Certificate etc issued by the client of the bidder or CA certificate from the auditor of the firm / company)	<ol style="list-style-type: none"> <li>1. Is work order alone enough for this clause?</li> <li>2. Is the CA certificate from the bidder firm sufficient as proof?</li> </ol>	Clause is self explanatory	
40	38	Annexure 02- A Table S#: B- 5	Eligibility	Shall have adequate organizational setup and having sufficient number of experienced personnel, technical know-how, and infrastructure to fulfil our requirements well in time. (List of Software, List of Office Infrastructure and List of	<ol style="list-style-type: none"> <li>1. Regarding the List of employees and their qualifications &amp; experience, is it okay to mention the number of employees categorized by their skills (Instruction Designer, Graphical Designer, AR/VR expert) and share their qualifications and experience?</li> </ol>	yes
41						

42				Technical Employees- with their qualification & experience shall be attached).	2. Is there a format to share the List of Technical Employees- with their qualification & experience?	No format
43	11	Section 5	General	Bid Security (Earnest Money Deposit)	1. Can Bid security be deposited as a DD?	Yes
44					2. If yes, then DD and Annexure 04-A have to be submitted in the technical bid. Please confirm	Yes
45	57	Annexure 09 – Project Details Scope of Work	General	General	1. Do we receive SME support to understand Banking related process/ building assessments, case-studies..etc or do we have our own SMEs? What LMS is being used by BoB?	1. Yes 2. Not related to this RFP
46					2. Does the content need to be developed in only English? Is there any scope for regional language translation?	Can be designed in English or any other language mentioned in schedule 8 of Indian constitution.
47					3. Does the source materials provide by BoB will be in English & editable?	Yes for course to be developed in English. May or May not be editable.
48				.....The course content for these courses would be provided by the Bank in text, pdf, ppt or other suitable formats either in hard or soft copy, preferably in soft copy. The eLearning courses will have to be SCORM/other standard compliant for latest version as at the time of developing for uploading to the Bank's LMS.	Please provide access to BoB existing course library inline with these 11 modalities to bench mark the quality?	Access can not be provided

49	58	Annexure 09 – Project Details Scope of Work	Project Scope	Design and development of SCORM/AICC/XAPI/ HTML 5 or other standards compliant eLearning course based on the inputs provided by the Bank. The design and content will be developed in collaboration with the Bank. The Bank will own it and will have all Intellectual Property Rights /copyright on it.	1. Does BoB has any preference on tools and technology for developing eLearning courses of various -11-defined levels? 2. Please provide clarity on other standards compliant	No
50	58	Annexure 09 – Project Details Scope of Work	Project Scope	b) Provide Support for deployment of the eLearning courses on the LMS.	Please provide more details on the “support” task expected here.	As per serial number 9.
51	58	Annexure 09 – Project Details Scope of Work	Project Scope	c) The course should also be accessible through mobile devices / handheld devises.	Hope our SCOPE does not include RESPONSIVE design here.	Scope does include Responsive design



52	64	Annexure 09 – Project Details Scope of Work	Project Scope	Scenario based learning, eLearning with Limited Interactions (Drag-and-drop, single/multiple select). In this level, students might be required to associate with the learning condition through interactive "problem areas", movements, interactive activities with sight and sound. Such interactivity stretches out a level of control to the student.	Does this mean "Click to reveal" important information available under different item on screen. Not clear what "Problem areas" mean. It would be great if you provide one example here.	the clause in RFP is self explanatory
53	64	Annexure 09 – Project Details Scope of Work	Project Scope	Case study-based learning, eLearning with Complex Interactions (Case study based), Moderate interaction takes place at this stage. Students have marginally more control over their learning knowledge. These eLearning courses are more modified and modern. This level may include energized video, altered sound, complex simplified cooperation, reenactments, stories and spreading situations, and multimedia.	Need clarity on "energized video, altered sound, complex simplified cooperation, reenactments, stories and spreading situations...."	the clause in RFP is self explanatory

54	64	Annexure 09 – Project Details Scope of Work	Project Scope	In this level of intelligence, students have full control over their learning condition. They are required to collaborate with the screen at each progression of the ideal introduction. They are given opportune criticism that guides them in basic leadership and aids them to the following stage. Interactive eLearning cases at this level include: interactive diversions, recreated work execution works out, modified sound or recordings, symbols, stories and situations, and in addition interactive media. This is by far, the utmost stage of enhanced eLearning Interactivity.	Need more clarity on level 3 scope.	the clause in RFP is self explanatory
55	65	General	General	Content in AR/VR/360 degree with gamified form using 2D graphics and highest level of creativity in instructional design	1. Assets will be provided by the client?	No
56					2. 360 video or image will be provided by the client or we have arrange for a shoot ?	Bidder need to arrange for a shoot / design.
57				Content in AR/VR/360 degree with gamified form using 3D graphics and highest level of creativity in instructional design	3. AR Device list ? Android or iOS	Not a valid query

58					4. VR Device list ? oculus or HTC vive or anything else ?	Not a valid query
59					Duration of each activity. Only content will decide the duration and development timeline	Please refer to the amendment
60	66	Annexure 11	Scope	Content type-wise timeline for development stages	We see that the development timeline for all the content types and for the different levels of the content is the same (31 days). The effort for each content and for each level will be different. Is it possible to change the development timeline based on the content types and their level?	Please refer to the amendment
61	Page 65	Point 6 in the table	Annexure 11- Commercial Bid evaluation criteria - AR/VR/360 Degree/Gamified Learning	Level 1 - Content in AR/VR/360 degree with gamified form using 2D graphics and highest level of creativity in instructional design.	There is no 2D Animation in Level 2. Please explain the specification again for AR/VR/360 Degree/Gamified Learning, Level 1	Please refer to the amendment
62	Page 65	Point 9 in t	Annexure 11- Commercial Bid evaluation criteria - Simulations	Level 2 - Data Input, Multiple Input Paths	Please elaborate more on what type of interaction with learner you are expecting and what inputs means here.	the clause in RFP is self explanatory
63	Page 65	Point 10 in the table	Annexure 11- Commercial Bid evaluation criteria - Simulations	Level 3 - Data Input, Multiple Input Paths	Please elaborate more on what type of interaction with learner you are expecting and what inputs means here.	the clause in RFP is self explanatory

64	Page 66	Annexure 11- Commercial Bid evaluation criteria	Content Type Wise Timeline For Development Stages	<p>Current timelines are not achievable for complex outputs. Here are few suggested timelines updates we request :</p> <p>eLearning Level 2 : Alpha : 10 Days, Beta : 8 Days (30 mins of learning content)</p> <p>eLearning Level 3 : Alpha : 12 Days, Beta : 8 Days (30 mins of learning content)</p> <p>AR/VR/360 degree /Gamified Learning Level 2 : Storyboard : 15 Days, Alpha : 25 - 30 Days, Beta - 10 Days, Gold : 7 Days</p> <p>Simulations, Level 3 : Storyboard : 10, Alpha : 10, Beta : 7, Gold : 7</p> <p>Simulations, Level 4 : Storyboard : 10, Alpha : 12, Beta : 7, Gold : 7</p>	Please refer to the amendment
65				Also please confirm if this timeline is for delivering the duration count as per the table eLearning Course Duration	Please refer to the amendment
66	Page 69	Penalty & Liquidated Damages (LD):		There is no clause that if the delay is from clients end due to feedback delay, storyboard sign off delay. How the completion extension will work	Please refer to the amendment
67	Page 83	Payment Terms	The charges will only be paid after completion of the work order to the satisfaction of the Bank.	Invoice can be raised after completion of 30 mins of e learning content that is delivered or if the WO is of 10, 30 mins module, the invoice will be raised after delivering 10, 30 mins of module and after upload of those 30 mins of module.	the clause in RFP is self explanatory

68	Financial Eligibility Criteria			the last three completed financial years – 2019-20, 2020-21 and 2021-22 If 2022-23 year Financial Statements are considered or not?	Only Audited financial statements are considered
69				Can a Proprietorship firm also participate in this tender?	NO