



Bank of Baroda
Baroda Apex Academy, Gandhinagar

BANK OF BARODA



Baroda Apex Academy

E-Tender

**Tender
For
Rate Contract
With
The E-learning Content Developers**

TENDER PERIOD FROM 11.03.2020 TO 01.04.2020 UPTO 2:00 PM

PRE-BID MEETING ON 18.03.2020 AT 11:30 AM

**OPENING OF TECHNICAL BID ON 01.04.2020 (Extended date
13.04.2020) at 2:30 PM**

**Link for online submission:
<https://bobtenders.abcprocure.com>**



ADDENDUM - 1

Re:- Bank of Baroda- Baroda Apex Academy Invites Applications/ Offers from Learning Content Developers for “Tender for Rate Contract with the E-learning Content Developers”

No.	REFERENCE	TENDER SCRIPT	TO BE READ AS / ADDENDUM
1	Section 2 Page. 5, No. 2.1	<p>Application Money</p> <p>Application Money of Rs.25,000/- (rupees twenty five thousand only) against each response by way of NEFT/ RTGS favouring Baroda Apex Academy, as per following online payment details must be paid which is non-refundable, Online Payment Details through NEFT/ RTGS</p> <p>NEFT/ RTGS in favour of “Baroda Apex Academy” Name of Bank: Bank of Baroda Account No.: 29760400000309 Branch: Vidhansabha Branch, Gandhinagar, Gujarat ISFC Code: BARB0VIDHAN (BARB- Zero-VIDHAN) (Bidder should upload the payment details with UTR no. in respected field.</p> <p>The Bank may, at its discretion, reject any bidder where application money has not been furnished with RFP response.</p>	Tender terms remain unchanged.
2	Section 2 Page. 6, No. 2.5	<p>Contract period</p> <p>The bidders should note that the contract entered with the successful developers, i.e. those who will be engaged for rate contract for the purpose of ongoing development of e-</p>	Tender terms remain unchanged.



		<p>learning content for the Bank, will be for a period of 2 years with annual review. All version upgrade / patches during the contract period should be part of the after sales service, included in the price quoted and finalized with the empanelled set of developers. However, the bank will have the right to renegotiate these prices at the end of the contract period for further extension if mutually agreed by both.</p>	
3	Section 2 Page. 8, No. 2.12	<p>RFP Submission Details</p> <p>Bidders should submit the duly signed, stamped single page Transmittal letter upon acceptance of all the terms and conditions of the tender documents. No hard copies or signed tender documents require to upload.</p> <p>All informations are required to be submitted in the provided space in E-Tender: Details of the same are provided in separate sheets for your reference.</p> <p>Necessary supporting documents shall be uploaded at the space provided in tender portal.</p> <p>Payment details shall be filled in the necessary space provided with UTR no.</p>	Tender terms remain unchanged.
4	Section 2 Page. 8, No. 2.14	<p>Earnest Money Deposit</p> <p>1. The bidder shall furnish, as part of its bid, earnest money deposit of an amount of Rs.3,00,000/- (Rupees three lakhs only). The earnest money deposit is required to protect the Bank against the risk of bidder's conduct.</p>	<p>Earnest Money Deposit</p> <p>1. The bidder shall furnish, as part of its bid, earnest money deposit of an amount of Rs.3,00,000/- (Rupees three lakhs only). The earnest money deposit is required to protect the Bank against the risk of bidder's conduct.</p>



		<p>2. The Earnest Money Deposit shall be denominated in the Indian Rupees only and shall be deposited online as per payment details provided earlier.</p> <p>3. Unsuccessful Bidder's earnest money deposit will be returned by the Bank.</p> <p>4. The successful Bidder's earnest money deposit will be retained as security deposit for the entire period of the contract.</p> <p>5. The earnest money deposit may be forfeited:</p> <p>i) If the bidder withdraws its bid during the period of bid validity; or</p> <p>ii) In case of the successful Bidder, if the bidder fails to sign the Contract within 1 month of issue of letter of intent</p> <p>6. Earnest Money Deposit will be refunded without interest for the unsuccessful bidders after awarding work to the successful bidder.</p>	<p>2. The Earnest Money Deposit shall be denominated in the Indian Rupees only and shall be deposited online as per payment details provided earlier.</p> <p>3. Unsuccessful Bidder's earnest money deposit will be returned by the Bank.</p> <p>4. The successful Bidder's earnest money deposit will be retained as security deposit for the entire period of the contract.</p> <p>5. The earnest money deposit may be forfeited:</p> <p>i) If the bidder withdraws its bid during the period of bid validity; or</p> <p>ii) In case of the successful Bidder, if the bidder fails to sign the Contract within 1 month of issue of letter of intent</p> <p>6. Earnest Money Deposit will be refunded without interest for the unsuccessful bidders after awarding work to the successful bidder.</p> <p>7. NSIC & MSME registered firms with valid certificates are exempted from EMD (Valid documents must be submitted by bidder)</p>
5	Section 3 Pg. 9, No. 3.1	<p>3.1 Purpose</p> <p>Bank of Baroda has Comprehensive Training Structure covering Apex Institute at Gandhinagar -18- Zonal Academies and -4- Baroda Satellite Learning Units which are designed to provide unique user experience, increased accessibility and optimized utilization. Bank's own e-learning platform Baroda Gurukul facilitates learning to Bank's approx. 85,000 employees</p>	<p>3.1 Purpose</p> <p>Bank of Baroda has Comprehensive Training Structure covering Apex Institute at Gandhinagar -18- Zonal Academies and -4- Baroda Satellite Learning Units which are designed to provide unique user experience, increased accessibility and optimized utilization. Bank's own e-learning platform Baroda Gurukul facilitates learning to Bank's approx. 85,000 employees</p>



		<p>through various learning approach. To satisfy continuously changing learning need of the organization, Baroda Apex Academy is committed to provides alternate Learning Channels for employees apart from Class-Room training. Bank is presently having more than -350- eLearning courses on various Banking topics. To facilitate this e-learning, Bank is outsourcing the content development services. This tender is being floated to select approx. -6- nos. e-learning content developers to provide services for various -11- defined levels.</p> <p>The Bank now wants to add more e-learning courses for the benefit of its employees. Bank proposes to outsource the design and development of the e-learning courses. 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 or both. The e-learning contents will have to be SCORM compliant for latest version as at the time of developing for integration with the Bank's LMS.</p> <p>In line with the purpose of building a robust e-learning system with high quality content for the Bank's learning needs, the Bank desires to empanel SIX e-learning content developers for a contract period of 2 years to work with the Bank's faculty/e-learning project managers to develop e-learning content for Bank's employees. In case there is much variations in the marks obtained by first five bidders as per selection criteria, Bank at its discretion may award the work to the Five or Four Bidders.</p>	<p>through various learning approach. To satisfy continuously changing learning need of the organization, Baroda Apex Academy is committed to provides alternate Learning Channels for employees apart from Class-Room training. Bank is presently having more than -350- eLearning courses on various Banking topics. To facilitate this e-learning, Bank is outsourcing the content development services. This tender is being floated to select approx. -6- nos. e-learning content developers to provide services for various -11- defined levels.</p> <p>The Bank now wants to add more e-learning courses pertaining to banking and allied subjects for the benefit of its employees. Bank proposes to outsource the design and development of the e-learning courses. 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 or both. The e-learning contents will have to be SCORM compliant for latest version as at the time of developing for integration with the Bank's LMS.</p> <p>In line with the purpose of building a robust e-learning system with high quality content for the Bank's learning needs, the Bank desires to empanel SIX e-learning content developers for a contract period of 2 years to work with the Bank's faculty/e-learning project managers to develop e-learning content for Bank's employees. In case there is much variations in the marks obtained by first SIX bidders as per selection criteria, Bank at its discretion may award the work to</p>
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6	Section 3 Pg. 10, No. 3.2	<p>Project Scope</p> <p>Bank will empanel the successful developers and the broad scope of their work would include the following:</p> <ol style="list-style-type: none"> Design and development of SCORM/AICC compliant e-learning content based on the inputs that would be 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 on it. Provide Support for deployment of the e-learning courses on the LMS. The content should also be accessible through mobile devices. 	<p>Project Scope</p> <p>Bank will empanel the successful developers and the broad scope of their work would include the following:</p> <ol style="list-style-type: none"> Design and development of SCORM/AICC compliant e-learning content based on the inputs that would be 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 on it. Provide Support for deployment of the e-learning courses on the LMS. The content should also be accessible through mobile devices. Courses may be multi lingual based on bank's



			<p>requirement. Majorly courses will be in English, some courses can be in Hindi & English and few courses can be in Indian Regional languages.</p> <p>e) Courses developed must be 508 compliant (which can be accessed by visually impaired persons)</p>
7	Section 4 Pg. 11, No. 4.1(2)	<p>Experience of having successfully carried out similar works / job i.e. developing of e-learning contents including, various level e-leering courses, Video, AR/VR/360 degree/ gamified learning as well as simulation work etc. and supplied the same to the PSU/ Banks/ Ltd. companies etc. during last – 5 - years (as on 31.12.2019) 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)</p> <p>(A) Three similar completed works each costing not less than Rs.1.20 Crs. (Amount in a single work order)</p> <p>OR</p> <p>(B) Two similar completed works each costing not less than Rs. 1.50 Crs. (Amount in a single work order)</p> <p>OR</p> <p>(C) One similar completed work costing not less than Rs. 2.40 Crs. (Amount in a single work order)</p>	<p>Experience of having successfully carried out similar works / job i.e. developing of e-learning contents including, various level e-leering courses, Video, AR/VR/360 degree/ gamified learning as well as simulation work etc. and supplied the same to the PSU/ Banks/ Ltd. Companies, MNC etc. during last – 5 - years (as on 31.12.2019) 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 mentioning all details of work and invoice issued by bidding company's statutory auditor)</p> <p>(A) Three similar completed works each costing not less than Rs.1.20 Crs. (Amount of work with single company)</p> <p>OR</p> <p>(B) Two similar completed works each costing not less than Rs. 1.50 Crs. (Amount of work with single company)</p> <p>OR</p> <p>(C) One similar completed work costing not less than Rs. 2.40 Crs. (Amount of work with single company)</p> <p>OR</p> <p>(D) Five Similar completed works each costing not less than Rs. 0.60 Crs. (Amount of work with single company)</p>



<p>8</p>	<p>Section 4 Pg. 11, No. 4.1(3)</p>	<p>3 Experience of having successfully carried out similar works / job i.e. developing of e-learning contents including, various level e-learning courses, Video, AR/VR/360 degree/ gamified learning as well as simulation work etc. and supplied the same to the PSU/ Banks/ Ltd. companies etc. during last – 5 - years (as on 31.12.2019) 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)</p> <p>(A) Developed and delivered atleast 48 no. of e-learning courses, 10 nos. of Video based courses, 5 nos. of AR/VR/360 degree/ Gamified Learning and 10 nos. of simulations etc. each to minimum Three firms m(firms shall be either Nationalised or Private Bank, PSU or Public Limited Company) in a single work-order. (Delivery under single work order)</p> <p>OR</p> <p>(B) Developed and delivered atleast 60 no. of e-learning courses, 12 nos. of Video based courses, 6 nos. of AR/VR/360 degree/ Gamified Learning and 12 nos. of simulations etc. each to minimum Two firms m(firms shall be either Nationalised or Private Bank, PSU or Public Limited Company) in a single work-order. (Delivery under single work order)</p> <p>OR</p> <p>(C) Developed and delivered atleast 96 no. of e-learning courses, 20 nos. of Video based courses, 10 nos. of AR/VR/360 degree/ Gamified Learning and 20 nos. of simulations etc. each to minimum One firm m(firms shall be either Nationalised or Private Bank, PSU or Public Limited Company) in a single work-order.</p>	<p>3 Experience of having successfully carried out similar works / job i.e. developing of e-learning contents including, various level e-learning courses, Video, AR/VR/360 degree/ gamified learning as well as simulation work etc. and supplied the same to the PSU/ Banks/ Ltd. Companies / MNCs etc. during last – 5 - years (as on 31.12.2019) 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 mentioning all details of work and invoice issued by bidding company's statutory auditor)</p> <p>(A) Developed and delivered atleast 48 no. of e-learning courses and /or 10 nos. of Video based courses and /or 5 nos. of AR/VR/360 degree/ Gamified Learning and /or 10 nos. of simulations etc. each to minimum Three firms (firms shall be either Nationalised or Private Bank, PSU or Public Limited Company, MNCs)</p> <p>OR</p> <p>(B) Developed and delivered atleast 60 no. of e-learning courses and /or 12 nos. of Video based courses and/or 6 nos. of AR/VR/360 degree/ Gamified Learning and/ or 12 nos. of simulations etc. each to minimum Two firms (firms shall be either Nationalised or Private Bank, PSU or Public Limited Company, MNCs)</p> <p>OR</p> <p>(C) Developed and delivered atleast 96 no. of e-learning courses and / or 20 nos. of Video based courses and /or 10 nos. of AR/VR/360 degree/ Gamified Learning and / or 20 nos. of simulations etc. each to minimum</p>
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		(Delivery under single work order)	One firm (firms shall be either Nationalised or Private Bank, PSU or Public Limited Company, MNCs)
9	Section 4 Pg. 11, No. 4.1(5)	The bidder firm should have prior experience in working on LMS project with atleast 5 organisations including Government, Nationalised & Private Banks, PSU and Limited companies for minimum two years.	The bidder firm should have prior experience in working of E Learning content development with atleast 5 organisations including Government, Nationalised & Private Banks, PSU, Limited companies and MNCs for minimum two years.
10	Section 4 Pg. 12, Note	Note : 1 Though the criteria no.2 and 3 as mentioned above are from the same firm or separate firm, it will be considered. 2 Applications by those firms who do not submit Performance Certificates from their previous employers /clients shall be liable to be summarily rejected. 3 Above required experience shall be by the bidder only without any group work in collaboration with other firms/ individuals.	Note : 1 Though the criteria no.2 and 3 as mentioned above are from the same firm or separate firm, it will be considered. 2 Applications by those firms who do not submit Performance Certificates from their previous employers /clients or CA Certified supporting documents issued by bidding company's statutory auditor shall be liable to be summarily rejected. 3 Above required experience shall be by the bidder only without any group work in collaboration with other firms/ individuals.
11	Section 4 Pg. 12, No. 4.2	Mark-sheet for pre-qualification criteria & Technical Evaluation : C: Client Base (Banking / PSU / Limited Companies / MNCs) (no of clients) (Last 5 years) Supporting document – Agreement copy	Mark-sheet for pre-qualification criteria & Technical Evaluation : C: Client Base (Banking / PSU / Limited Companies / MNCs) (no of clients) (Last 5 years) Supporting document – Agreement copy – Scanned copy will be accepted
12	Section 4 Pg. 12, No. 4.2	Mark-sheet for pre-qualification criteria & Technical Evaluation : D: Number of Simulations Developed and sold in last 5 years E: Number of 3D Videos Developed and sold in last 5	Mark-sheet for pre-qualification criteria & Technical Evaluation : D: Number of Simulations Developed and sold in last 5 years E: Number of 3D Videos Developed and sold in last 5



		<p>years</p> <p>F : Number of AR/VR/ 360 Degree / Gamified Learning Developed and sold in last 5 years</p> <p>G : Number of E Learning Courses Developed and sold in last 5 years</p> <p>Supporting document – Invoice Copy with Demo link</p>	<p>years</p> <p>F : Number of AR/VR/ 360 Degree / Gamified Learning Developed and sold in last 5 years</p> <p>G : Number of E Learning Courses Developed and sold in last 5 years (It's a number of courses , duration of course can be from 30 minutes to 2 hours)</p> <p>Supporting document – Invoice Copy (with Random Demo link as and when asked) or CA Certificate mentioning all details of invoices issued by bidding company's statutory auditor (with Random Demo link as and when asked)</p>
13	Section 4 Pg. 12, No. 4.2	<p>Mark-sheet for pre-qualification criteria & Technical Evaluation :</p> <p>G : No. of Skilled Person working since last 2 years</p> <p>Supporting document – Declaration basis</p>	<p>Mark-sheet for pre-qualification criteria & Technical Evaluation :</p> <p>G : No. of Skilled Person working since last 2 years</p> <p>Supporting document – Declaration basis “declaration letter from the authorized signatory on letter head with list of skilled persons working along with their skill in short and total years of experience’ is acceptable”</p>
14	Section 4 Pg. 12, No. 4.3	<p>Presentation on designated topic- 15 minutes, Presentation on other developed learning content covering all required criteria should be of 30 minutes so that per bidder presentation should be covered in consolidated -45-minutes</p>	<p>Tender terms remain unchanged.</p>
15	Section 4 Pg. 15, No. 4.4	<p>The bidders will need to quote the rates for development work by filling out the Commercial Bid and as per the criteria defined by the bank for different Levels of content to be developed.</p> <p>Type of learning, Level, Specification & Duration count</p>	<p>The bidders will need to quote the rates for development work by filling out the Commercial Bid and as per the criteria defined by the bank for different Levels of content to be developed.</p> <p>Specification will have additional following points</p>



		was mentioned for all 11 levels.	E – Learnings, & Videos will contain Human voice overs. AR/VR/360 degree /Gamified Learning & Simulations will contain Machine voice with Indian accent.
16	Section 4 Pg. 15, No. 4.4	Duration count for AR/VR/360 degree /Gamified Learning & Simulation	Total seating time will be considered as a duration
17	Section 4 Pg. 15, No. 4.4	Selection criteria Notes In case there is much variations in the marks obtained by first five bidders as per selection criteria, Bank at its discretion may award the work to the Five or Four Bidders.	In case there is much variations in the marks obtained by first SIX bidders as per selection criteria, Bank at its discretion may award the work to the Five or Four Bidders.
18	Section 8 Pg. 21, No. 8	Charges will be paid to the empanelled developer, whose work order is released by the Bank as per the content development requirement emerging from time to time. The charges will only be paid after completion of the work order to the satisfaction of the Bank. The development work would be deemed completed only when: 1) it is delivered and deployed on the portal successfully, 2) has been tested, and 3) has been given a final sign-off from Bank's appointed e-learning project manager. If bank do not inform the decision within -90- days from the date of receipt of the e-learning contents from the vendor, it would be deemed as final sign off.	Tender terms remain unchanged.
19	Particulars For Empanelment of E-learning Content Developers – TECHNICAL BID- General Information Point No. 4 (c)	Be willing to provide support service for modification/ updation of the e-Courses from time to time – this could be at additional cost	Be willing to provide support service for modification/ updation of the e-Courses from time to time – this could be at additional cost as per number of slide changes on pro rata basis.



Revised integrity pact is also uploaded with this addendum, all bidders must go through the same and consider it as a part of tender document and this addendum.

The above shall be complementary in contents with the existing terms and conditions of the tender except otherwise explicitly superseded. Other terms and conditions of the tender shall remain unchanged.

This addendum-1 shall form part of the tender i.e. contract agreement. Non-acceptance of the Addendum by the Bidder or adding any other condition shall be treated as conditional Tender and price bid of such Tenderers shall not be opened.

Bidders are required to sign all the pages of this addendum-1 and upload along with the transmittal section.

All other terms and conditions mentioned in the tender document shall remain unchanged.

Last date of submission of Tender is extended to 13.04.2020. upto 2:00 pm. Technical Bid shall be opened on the same day, i.e. on 13.04.2020 at 2:30 pm.