

Addendum-II

RFP Reference: BCC:CLO: PROC:110:1 dated 03-01-2018 Re:- Empanelment of Content Developers

Re - Minutes of the Pre-bid meeting held on 16-02-2018 at 5th Floor, Conference Room, Baroda Sun Tower, BKC, Mumbai-400051

As per the RFP the last date of submission of queries was 12-02-2018 and the queries were received from following five organizations till that date:-

1. Manipal Technologies
2. Aptara Teechnologies
3. GP Strategies
4. FCS Software Solutions Limited
5. Manipal Global Education Pvt Ltd.

S l.	Page No.	Clause No	Organization Name	RFP Clause	Bidder's Query	Bank's Response
1	18	3	Manipal Technologies Limited	3.1 The e-learning courses will have to be SCORM compliant for latest version as at the time of developing for integration with the Bank's LMS.	Please specify: A) The LMS version used by the bank presently and the scrom version. B)The development framework required. Will it be HTML5 or Rapid Application Development tools such as Captivate or Storyline? C) Is the bank looking for responsive Design?	A) WiZDOM, SCORM 1.2 version B) Content will be HTML5 to be compatible with all devices C) Yes
2	18	3	Manipal Technologies Limited	3. 1 The Bank desires to empanel SEVEN 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.	Does it indicate the number of courses or no. of hours of elearning development planned for each vendor.	No. It indicates number of vendors we want to empanel.

3	18	3	Manipal Technologies Limited	3.1 In addition to this, Bank also proposes to include game based micro e-learning capsules which can be accessed on mobile devices.	Should the e-learning capsules run on Windows/Android/iOS based mobile devices? Will the microlearning programs be run out of LMS? OR would you be looking at separate apps to be developed? Do the courses need a Voice over? If so we requirement be? Male /female Accent type?	Mico e-learning modules will be in HTML5 format to be compatible with all devices. Voice over requirement will depend on the content. Indian accent
4	19	4	Manipal Technologies Limited	4.1 Technical Evaluation:Presentation Shortlisted bidders will be advised to make a presentation of maximum one hour duration to the Evaluation Committee on their capabilities, experiences, etc. and showcase their work done for other clients.	Do we need to demonstrate a customized module for BOB? Or can we show the samples developed ffrom our existing work, as is?	You may show your existing module developed for some other Bank or BFSI organization
5	21	4	Manipal Technologies Limited	4.2 Since Bank is proposing to empanel FIVE developers for corporate empanelment, Bank would invite the top FIVE bidders based on the above "Score" and seek the bidders to match the benchmark quotes for content development. Note, that the quotes will need to be matched for all three levels of content development. Bidders agreeing to this arrangement will be considered for empanelment.	This is a slight confusion. Request clai fictaion on the exact no. of developers the bank intends to empanelment 5 or 7 (3.1 says 7)	It may be read as seven developers
6	37	annexure 3	Manipal Technologies Limited	Should have registered a minimum turnover of 1 crore or above from elearning business.	We request that the total turnover of the organisation be considered since elearning includes both content development as well as technological services for organisations.	The turnover should be from e-learning business

Sr.	Page #	Point/Section #	Organization Name	Clarification point as stated in the tender document	Comment/Suggestion/Deviation-	Bank of Baroda Response/Clarification
1.	18	3.1 Purpose	Aptara Technologies Pvt Ltd	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.	Aptara: Will there be a single source of content for a course or will there be multiple sources?	There will be multiple sources
2.	18	3.1 Purpose	Aptara Technologies Pvt Ltd	In addition to this, Bank also proposes to include game based micro e-learning capsules which can be accessed on mobile devices.	Aptara: Should we consider the game based micro e-learning capsules as part of this quote. If yes, can you please provide details around the game based capsules in terms of complexity, features, seat time, etc.	Complexity will depend on the content and seat time will be 5 to 10 minutes
3.	18	3.1 Purpose	Aptara Technologies Pvt Ltd	In a short span of one year, the Bank has already deployed more than -250- e-learning courses in the system.	Aptara: Can you let us know the topic areas for which these training courses have been developed.	The course have been developed over a period of 42 months and on various banking products, compliance and professional skills related.
4.	18	3.1 Purpose	Aptara Technologies Pvt Ltd	In a short span of one year, the Bank has already deployed more than -250- e-learning courses in the system.	Aptara: Can you let us know the tools/technologies used to develop these courses. For. E.g. Articulate Storyline, Flash, HTML5, etc.	Various tools are used by developers. Most of the courses are in HTML5.
5.	18	3.1 Purpose	Aptara Technologies Pvt Ltd	In a short span of one year, the Bank has already deployed more than -250- e-learning courses in the system.	Aptara: We assume that all the new courses to be developed by the empanelled vendors will follow the same branding guidelines used in the existing courses. Please confirm.	Cannot confirm at this juncture

6.	18	3.1 Purpose	Aptara Technologies Pvt Ltd	In a short span of one year, the Bank has already deployed more than -250- e-learning courses in the system.	Aptara: We assume that the Bank will provide all the required branding guidelines including color palettes, logos, fonts, writing guidelines, etc.	Bank will suggest the branding guidelines and expect story board from the developers. We expect variety in courses
7.	18	3.2 Project Scope	Aptara Technologies Pvt Ltd	b) Provide Support for deployment of the e-learning courses on the LMS.	Aptara: What will the Bank's role be in deployment of the courses over the LMS and what is the level of support expected from Aptara for course deployment over LMS.	The courses will be uploaded in LMS by the Bank. If course fails to get uploaded, developer is expected to provide another file
8.	18	3.2 Project Scope	Aptara Technologies Pvt Ltd	c) The content should also be accessible through mobile devices.	Aptara: We assume "mobile devices" is limited to tablets and not smartphones. Please confirm. If no, are you looking at fully responsive courseware or is HTML5 output from tools like Articulate Storyline which can be accessed over mobile phones is acceptable. Note: Aptara does not recommend training courses over 10 minutes in duration to be accessed over smartphones due to usability and user retention challenges.	It includes smartphones. The courses should be accessible on smartphones
9.	19	4.2 Techno-Commercial Evaluation	Aptara Technologies Pvt Ltd	Level 1 description	Aptara: We assume Level 1 courses will not have any audio. Please confirm.	Level 1 courses will not have audio
10.	19	4.2 Techno-Commercial Evaluation	Aptara Technologies Pvt Ltd	Level 2 description: 2-d graphics, animation and option of audio narrative.	Aptara: Can you please elaborate on optional audio. Does it mean that some courses may have audio and some will not? OR will there be courses with partial audio narrative.	All Level 2 courses will have audio

11.	19	4.2 Techno-Commercial Evaluation	Aptara Technologies Pvt Ltd	Level 2 description: 2-d graphics, animation and option of audio narrative.	Aptara: Can you please let us know the accent for the audio narrative. For e.g. Indian, UK English, etc.	Indian accent
12.	19	4.2 Techno-Commercial Evaluation	Aptara Technologies Pvt Ltd	Level description	Aptara: Do you envision any SME involvement in this project – If yes, up to what extent. If SMEs are required, would you provide us with SME support for development of the courses?	Yes – SME will be involved in the course creation till its final acceptance. Yes. Bank will provide SME Support.
13.	19	4.2 Techno-Commercial Evaluation	Aptara Technologies Pvt Ltd	Level description	Aptara: Will there be any assessments at the end of each course? Will there be any passing criteria? (70%, 80%, etc.)	Yes there will be passing criteria
14.	22	5.1 Distribution of work to empanelled developers	Aptara Technologies Pvt Ltd	Sampling	Aptara: Can you please elaborate on what kind of samples will be expected from the empanelled vendors. Will they be samples of past work done or will it be a pilot project.	Past work

15.	22	5.1 Distribution of work to empanelled developers	Aptara Technologies Pvt Ltd	Technical: Developers with technical expertise for a particular type of content development work may be given preference over others.	Aptara: Can you please let us know the topic areas for the training courses to be developed.	Topics will generally be BSFI related
16.	22	5.1 Distribution of work to empanelled developers	Aptara Technologies Pvt Ltd	Timelines and working style	Aptara: Can you please let us know the typical volume of work in terms of seat time that will be awarded to a vendor at any given point of time.	Volume of work cannot be defined now.
17.	38	Annexure-4	Aptara Technologies Pvt Ltd	Contact details in Mumbai office	Aptara: How important is it for this engagement to have a contact based out of Mumbai.	Not important

GP Strategies Queries - Background requirement and Scope related queries	Bank of Baroda's feedback
a) Is there any preferred development tool that BOB is looking for? (Like, HTML5/Articulate Storyline/Adobe Captivate/Lectora)?	HTML5 is the preferred format. The courses should be SCORM 1.2 compliant.

b) Since all new developed courses are going to be added to an existing suite of courses, will BOB provide us with the templates used for other eLearning courses?	We will provide requirements for the template and also branding guidelines / logos to be incorporated and request developers to create templates.
c) Can selected vendor provide offline Content development support?	Yes, if vendor offers support
d) Is vendor expected to deploy their Content Developers at BOB office	No
e) Is Performance of the Empanelled Developer evaluated for individual projects?	Yes
f) As stated in Annexure 4, is this mandatory for vendor to share their contact details of Mumbai office?	It is preferred but not mandatory
g) As per Point 7 of Performance of Empanelled Developer, any lead-time will be provided to vendors for Saturday/Sunday & other holidays?	Yes

Sr. No.	Page #	Point / Section #	Organization Name	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation-	Bank of Baroda Response / Clarification
1	18	Section 3.2(b)	FCS Software Solutions Limited	Provide Support for deployment of the e-learning courses on the LMS	Does the scope limit to only uploading of the courses by the respective vendor(s) or help the LMS administrators employed by the Bank to upload the courses and maintain them	Support may be required from respective vendor if we are unable to upload the course in our LMS.

2	43	Annexure 5	FCS Software Solutions Limited	Quote: Cost for 1 hour of learning content (Currency: INR)	Should professional voice-over recording be considered in the pricing for 1 hour of eLearning or can computer generated voiceover be used?	Should be professional and human voiceover
3	19	Section 4.1	FCS Software Solutions Limited	The above shortlisted bidders will be advised to make a presentation of maximum one hour duration to the Evaluation Committee on their capabilities, experiences, etc. and showcase their work done for other clients.	What is the preferred location of the presentation?	Gandhinagar, Gujarat

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1	21	4.2	Manipal Global Education Services Pvt Ltd	Since Bank is proposing to empanel FIVE developers for corporate empanelment, Bank would invite the top FIVE bidders based on the above "Score" and seek the bidders to match the benchmark quotes for content development	On Page 18 it is mentioned that Bank will empanel 7 vendor. Please clarify whether the Bank will empanel 7 vendors or 5 vendors.	RFP is for empanelment of 7 vendors
2	22	5.1	Manipal Global Education Services Pvt Ltd	The developers once empanelled by Bank will be allotted work on a case to case basis, and as and when the content development need for the bank arises.	Kindly clarify whether empanel vendor will have to create a POC on the subject before the work order gets assigned	POC may be required at the start of the contract. We may suggest the changes in story board / presentation whenever required.

3	24	9.1	Manipal Global Education Services Pvt Ltd	The agency shall fully indemnify, defend and hold the Bank harmless from and against all claims, liabilities, losses or damages, recoveries, proceeding, damages actions, judgments, costs, charges and expenses which may be made or brought or commenced against Bank of Baroda or which Bank of Baroda may or may have to bear, pay or suffer, directly or indirectly in connection with any breach of terms and conditions of the contract by the developer or its agents, employees, officers or any matters arising upon or by virtues of the contract	Request you to kindly exclude indirect damages claims. We further suggest that the total liability under the contract be capped at the total fees paid by Bank to Vendor prior to the date of indemnification claims by Bank	This is standard clause. It cannot be changed.
4	26	10.6	Manipal Global Education Services Pvt Ltd	This tender document contains information proprietary to the Bank. Each recipient is entrusted to maintain its confidentiality. It should be disclosed only to those employees involved in preparing the requested responses. The information contained in the tender document may not be reproduced in whole or in part without the express permission of the Bank. Disclosure of any such sensitive information to parties not involved in the supply of contracted services will be treated as breach of trust and could invite legal action. This will also mean termination of the contract and disqualification of the said Bidder	If the Bank permits subcontracting with prior approval, we request the Bank to allow sharing of information with consultants/ subcontractor, if any	Subcontracting is not allowed.

5	37	Point 2	Manipal Global Education Services Pvt Ltd	Should have registered a minimum turnover of 1 crore or above from e learning business	E-Learning content development is business division in MaGE. Kindly clarify if the turnover requires to be declared from a company perspective or business division perspective from a eligibility viewpoint	The turnover should be from e-learning business.
6	34	10.22	Manipal Global Education Services Pvt Ltd	The vender shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required by it under this assignment without the prior written consent of the BOB.	We would like to reconfirm this understanding, if bidder will be allowed to subcontract with prior written consent from the Bank.	Subcontracting is not allowed.
7	30	Annexure 4, Point 5.c	Manipal Global Education Services Pvt Ltd	Be willing to provide support service for modification/updation of the e-Courses from time to time – this could be at additional cost	Please clarify whether the support services will be only for courses developed by MaGE or will apply to other empanelled vendor courses as well?	Support may be required for courses developed by that vendor only.