

**Annexure-I**

**National Bank Staff College's Response to Technical Queries raised in Pre-Bid Meeting**

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1	17	IV. TENDER Response Submission Process (Technical and Commercial Bids)  Point no. (d)	Bidders shall deposit an Earnest Money Deposit of Rs 50,000 (Rs Fifty Thousand Only) in the form of e-payment from Nationalized/Scheduled Bank, proof of which is to be submitted along-with 'Technical Bid'. EMD may be directly credited into NABARD Account as below:	Please share <b>GST No. and PAN No.</b> for processing of the RTGS payment.	<b>GSTIN:</b> 09AAACT4020G2ZO  <b>Pan:</b> AAACT4020G
2	5	Notice Inviting Tenders  Point no. 18	All documents that comprise the offer should be signed and sealed by the firm, as a token of acceptance to the terms and conditions specified in the tender.	During the current COVID-19 pandemic, Physical Signature of our Authorized Signatory on bid documents is not possible.	The relaxation in respect of signed documents is allowed. However notarized affidavit may be provided.
	7	26. Other Conditions	All the information sought in the tender shall be duly filled with each page sealed and signed in by the tenderer.	We can provide an Affidavit on Company Letter Head, with name and position of authorized signatory and acceptance** statement (mentioned above) now and the actual signed copy will be submitted as soon as Business-as-Usual starts.	
	24	m) Preliminary Scrutiny:	The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical	Request NABARD to accept the same.	

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			documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer or reject the offer if it considers that such non-conformity is material. The decision of the Bank in this regard shall be final and binding on all Bidders.		
	26	y) Right to Reject Bids: Point no. 3	It is not properly or duly signed.		
3	4	Point no. 13.	The Price/Commercial Bid should not contain any conditions whatsoever and any such conditional bids received shall be rejected.	We request to allow conditions to be submitted. The final clauses can be discussed and mutually agreed during contract signing.	Conditional bid will not be accepted
4	20	V. Techno-Commercial – Evaluation Methodologies  Point no. (c)	Empanelment of Bidders will be carried out based on the scores obtained based on techno-commercial evaluation. Based on the techno-commercial evaluation, cost of development for each of the module type	Request the following changes  We request to empanel the Highest qualified bidder instead of empaneling multiple vendors.	NBSC reserves the right to decide on the number of vendors to be empaneled.

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			<p>will be arrived at. All the empaneled Bidders should be agreeable to develop the modules as per the common benchmarked price. The Bank would like to have 3 Bidders in the empaneled list who are willing to carry out development work of e-learning modules as per the benchmark price.</p>		
	20	<p>V. Techno-Commercial – Evaluation Methodologies Point no. (f)</p>	<p>Bidder scoring the highest "Score" is considered L-1 (lowest quoted bidder) and the price quote given by this bidder will be treated as the benchmark rate for content development. Since the Bank is proposing to empanel 3 developers for corporate empanelment, Bank would invite the top 3 bidders based on the above "Score" and seek the bidders to match the benchmark quotes for content development.</p>		
5	23	<p>VII. Other Requirements Point no. (c)</p>	<p>During the warranty period, if needed, in view of the LMS specific requirements, changes in related technology, etc., modification/customization support shall be provided by the</p>	<p>Only cosmetic changes and support for smooth content delivery covered in maintenance support, any substantial effort on already approved and delivered content. to develop or modify</p>	<p>Agreed. See clause V.cc on page 36 and 37.</p>

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			Bidder at no additional cost.	such content would attract cost as per approved benchmarked rate of the empanelment	
6	23	VII. Other Requirements Point no. (e)	The maintenance support shall include enhancement, updating, and modification of the e-learning material.		
7	23	VII. Other Requirements Point no. (g)	The Bidder should also require to extent maintenance support if required by the Bank for the existing e-learning material developed by other Bidders.	For existing content, source code is required and needs to be provided by the customer.  Nature of change is also subjective, so if change is parenting to re-design, develop/modify existing slides, it would attract additional cost as per different level price fixed for the empanelment.	Agreed. See clause V.cc on page 36 and 37.
8	33	II. Scope of the Work: Point no. (c)	Scorming to be done at Learning Object Level.	Please elaborate to avoid ambiguity about existing digital content. Please elaborate, for sizing prospective what is current estimated content requirement under different level mentioned in the RFP and audio video content requirement	It will be an on-going process with continuous need for design and development and maintenance of e-modules. Though there are no strictures, as a thumb rule, each module would be of approximately 30 mins.
9	33	II. Scope of the Work: Point no. (i)	The Vendor should provide support in deployment of the e-Learning material on the Bank's intranet site and/or Learning	Request to elaborate the process and checklist to handover content to LMS Team for smooth transition. And please provide all	

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			Management System (LMS) and will coordinate with the LMS vendor.	specifications of the platform impacting content related operations e.g. running the content, upload and download, file size limit etc. And other "important to know" specifications for content delivery and consumption	
10	13	Scope of the Work	The e-learning material have to be developed satisfying the specifications/requirements in terms of formats, platform compatibility, browser compatibility etc. with respect to the both, existing eLMS as well as upgraded eLMS.	If case of any upgradation of the eLMS resulting in recreation of content it will attract additional cost as per the benchmark price of the contract	Agreed
11			III. E-Material Development Methodology: d. Selected Bidder should earmark Subject Matter Expert (SME) with sufficient domain knowledge in banking and finance to manage NBSC /NABARD's account	Please mention number of SMEs required to work on this project from bidder end.	Minimum 3 SMEs are required to start with
12			Post-Production of video into a video lecture. Raw video shall be provided by the Bank.	We assume we will receive videos, which highly quality and recorded by professionals. We will	Yes. Also, adding ppt/content along with video may be required.

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				only need to remove unrequired or repeated portions, and merging couple of videos to make one video. We won't need to do any enhancements or additions to the videos - Please confirm.	
13			Course Levels	Is there requirement for making the courses section 508 complaint?	NO
14			Course Levels	Is there requirement of any 3D elements in the courses? If Yes please provide the following details for the 3D elements: 1. Number of characters 2. Number of backgrounds 3. Total Number of 3D elements Also is it possible to share some samples of 3D elements it will help us gauge the effort required.	No much. It would be required in a couple of lessons only.
15			Course Levels	Should the courses have intermittent quiz questions in the courses?	NO
16			Course Levels	Should each course have end of course assessment?	No
17			Course Levels	Does the Bank recommend any specify tool for development of the courses or can the	No

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				vendor decide based on the requirement?	
18			Course Level 3 and 4: Simulations	We assume the simulations would be of software/application? - Please confirm	Yes
19			Course Level 3 and 4: Simulations	Will the Bank provide access to the software/application for capturing the simulation? Or Will the Bank provide screenshot/images and steps, using with vendor will have to create simulation?	Both options would be used.
20			Course Level 3 and 4: Simulations	For simulations is only the Show Me mode required or the Try Me (where user and try steps and will get tips on correct steps) and Test Me (where user has to perform steps without getting tips) also required?	All three modes may be used with decreasing level of proportions
21			Course Level 4: - Session is most likely held in a collaborative environment with other learners and a facilitator.	Collaboration with other learners and facilitators are generally done through the LMS platform and not through the course. Does the LMS platform support these features? If yes then we will need to know the technical details so that we can explore the possibility of building	Collaboration of learners within their fraternity, instructors etc. is possible by means of Discussion Forum, Queries, Contact Us and Messages.

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				some feature in the course. If no, then request you to remove this feature from description for Level 4.	
22			Course Level 4: - In-built Authoring Tools/Environment - Facilities to edit/update a part or whole of e- material as and when required.	These features are part of LMS platform. Request you to remove these from the description for Level 4.	To be used very rarely.
23			Video-Audio Lectures	Generally video shoot is quoted in unit 'Day'. Where one-day means 6 hours shoot. Request you to make unit as day in price bid.	To be considered. Whenever, a shoot is required, we may have a 6 hours shoot, but prices are to be quoted for per 30mins.
24			Video-Audio Lectures	Will the video shoot be indoor or outdoor?	Majorly indoor but in case of on-site, a mix of both would be required.
25			Video-Audio Lectures	Indoor and Outdoor are different activities and there is cost difference in both. Please share your definition of indoor shoot and outdoor shoot.	Common price may be quoted, since majorly would be indoor shooting.
26			Video-Audio Lectures	In commercial bid - please mention indoor and outdoor separately. Also please mention how many shoots to be in studio and how many in Banks location.	Same as above.
27			Video-Audio Lectures	It has been mentioned "This will include arranging for video-audio recording at NBSC or any	Major shoots will be in Lucknow, but in few cases there would be on-site location which would



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				of the NABARD office or predecided on-site location across India" Please let us know the on-site locations. This will help decide the cost as the cost involve travel etc. and will depend on the location.	be decided keeping in view our requirement.
28			Video-Audio Lectures	For on-site locations shoots, will the Bank provide lodging and boarding for the shoot crew or will the vendor have to arrange this?	NO
29			Video-Audio Lectures	Like the specification provided for the courses request you to provide the specifications for videos.	Cannot be given at this stage
30			Video-Audio Lectures	Will the videos be used in the courses or will they be used as standalone for trainings?	Both
31			Video-Audio Lectures	Does costing include scripting, editing , narration, host	No
32			Video-Audio Lectures	The narrator and other people in the video would be the Bank staff? Or will be these professional artists/actors?	Bank staff and academicians
33			Presentation and Demonstration	Will the Presentation have to be shared along with the Bid or will it have to be done during the technical evaluation	After submission of bids as per the schedule that would be shared by Bank

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				process after bid submission?	
34			Annexure V: Draft Agreement	Do we have to sign and submit the draft agreement along with the technical bid? Or it only for reference?	Sign and submit as acceptance of terms and conditions
35			II. Scope of the Work: Course Language	Is there a requirement to develop the courses in languages other than English? If yes, please specific the languages and make provision in price bid for language conversion charges	Only English
36			Onsite resource from vendor	Is there a requirement for deploying any team members / coordinators onsite at Bank from the vendor's side? If yes, please share details. If there is a requirement for deploying courses on Bank LMS on its Intranet then an onsite resource will be required from the vendor	Periodic meetings may be required. No onsite help on continuous basis is required.
37			Delivery Timelines	Please share delivery share timelines required to design and develop 10 slide/ 20 slides/ 30 slides of content for level 1 to 4.	6 Weeks' time is delivery time is timeline for vendor's side. Vendor should not take more than 6 weeks' time to complete delivery.
38			Reviews by Bank	Please mention number of reviews and iteration cycles required in each stage by Bank SMEs. As per our past experience projects get delayed	Bank SME will accord approval at each stage of development i.e at Story Board, Alpha version and Beta version. Once beta is approved, vendor

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				<p>mostly because of multiple number of unplanned iterations and long review cycles and requests for incorporation of feedback after delivering Alpha or even post Beta</p>	<p>has to submit final delivery (Gold)</p>
39			<p>VII. Other Requirements: d) Maintenance Support:</p>	<p>Maintenance- Please mention in detail what is to be covered in maintenance. Will voice over recording, graphics, animation, etc. be part of maintenance. Or Only textual changes will be required as part of maintenance</p>	<p>Voice over recording, graphics, animation, etc. be part of maintenance. Cosmetic changes are to be done without any charges. All other changes will be charged at benchmark cost.</p>
40			<p>Payment Terms</p>	<p>As bidder security deposit will be with NBSC for 3 years we request to make 100% payment on UAT. Content developed is continuous process if bidder keeps delivering content in slot of say 1 hour then they will need to maintain UAT date sheet for each hour as 20% payment will be released after 1 year of UAT.</p>	<p>If you are submitting Bank Guarantee amounting to the value of work under Defect Liability Period, 20% deduction shall not be made</p>
41			<p>Payment Terms</p>	<p>Please mention milestone i.e. after how many slides development can the bidder can raise an invoice.</p>	<p>Purchase Order vide email with raw content will constitute an order and on completion of it, we will complete the payment for that order.</p>

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42			Annexure I: List of Documents (Technical Bid): Eligibility Assessment: Point 'e'	<p>Most of the eLearning projects happen on rate contract or private customers share requirement on email as and when required.</p> <p>Hence will be if we submit completion letter from customer mentioning duration, scope of work and value of project executed will it be sufficient as proof of work executed for the customer?</p>	Completion letter with necessary details shall suffice
43			Annexure IV: Self-Assessment	<p>We request to remove word Level 4 from self-assessment. We have been worked/working with more than 15 BFSI customer in last 10 years. Very few (1 or 2) asked for Level 4 separately, most (99%) customers consider real time interaction and complex interaction as Level 3 only. For price purpose you are considering Level 3 and 4 separately which is acceptable but for evaluation consider it as Only Level 3. We won't be able to get completion letters from existing customer mentioning Level 4 as they know only 3 Levels.</p>	You are requested to submit your proposal with these clarifications and documentary evidences.
44			Commercial bid	Can we consider slide means per screen cost?	Yes

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45			Submission date	We request to give at least 2 week time for submission of bid from publishing of pre bid response.	Decision shall be taken as per Official process
46			Page 5, Point 22 22. Earnest Money Deposit (EMD)	Multiversity has a MSME certificate and is registered under Micro business category Do we get the exemption	Yes
47			Page 6, Point 25, D - Submission of Bid	Along with the online bidding , do we have to send the hard copy of the bid documents too	No. You have to send Pre-Contract Integrity Pact Only
48			Page 19, V. Techno-Commercial – Evaluation Methodologies Presentation and Demonstration (40 Marks)	We are assuming we have to share the ppt presentation and demo links as part of the RFP document Or We have to present this to the panel members during online or in person presentation	Apart from sharing required demo material with RFP, an online demo may be required before Technical Advisory Committee
49			Page 23, VII. Other Requirements d. Maintenance Support	Is the maintenance cost over and above the commercial bid Or it is to be included in the per slide cost	Included in the slide based cost
50			Page 23, Payment Terms	For the 20% payment can we have a fixed timeline for the UAT test	You can submit Bank Guarantee for 20% remaining payment till Defect Liability Period
51				Can Training Institute/ Academic institute participate in bidding	Not without mandatory/eligible documentary evidence

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52				Can work be sub-let the content development work	Not allowed

W.R.T point No.9, check list is given below:

SCORM	SCORM 1.2 and SCORM 2004
Videos	MP4, YouTube links and Embedded Videos.
Reference Material	URL, MS – Excel, PPT, Doc, PDF, JPG, JPEG, PNG, GIF and MP3.
File Size	Every single content type should not be more than 1 GB.
Survey/Feedback	Integrated functionality.
Assessment	Integrated functionality.

**Annexure-II**

**National Bank Staff College's Response to Legal Queries raised in Pre-Bid Meeting**

<b>Sl.no</b>	<b>Pg. No.</b>	<b>Original Clause</b>	<b>NBSC's Clarifications</b>
1	37  Point no. (jj)	Penalty and Liquidated Damages (LD) for Delayed Supply: If the Vendor fails to complete the development/upgradation work or deliver the modules within the time schedule stipulated in the purchase orders, the Bank, without prejudice to its other remedies under this document, deduct from the Purchase order value, as liquidated damages, a sum equivalent to 0.5 percent of the total consideration amount for each and every calendar day of delay, subject to a maximum limit of 10 percent of the Total Purchase Order Value. Such penalty will be deducted from the bills of the Vendor OR from the invocation of the Bank Guarantee. The Bank may also consider removal of Vendor from the empanelled list. Where the penalty has been deducted by invoking the Bank Guarantee thereby resulting in reduction in the amount, the Vendor shall, but not later than 15 days from date of such deduction, ensure that the amount of bank guarantee gets restored to the position prior to such invocation.	The deviations suggested to the clause of "Penalty & Liquidated Damages" are not accepted and original clause mentioned in the RFQ document shall prevail.