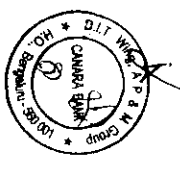| Sl. No.	Page No.	Clause No	RFP Clause	Bidder's Query	Bank's Reply
1	2	Bid Details in Brief Sl. No. 6 & 7	Date of Pre Bid Meeting: 18/07/2017, Tuesday, 3.00 PM Last Date of Submission of Bids: 28/07/2017, Friday upto3.00 PM	Request the Bank to extend the bid submission date 28/07/2017 as the pre-bid meeting is on 18/7/2017. Post pre-bid reply from Bank, the date of submission of bid is very short (6-7 working days). Hence, this request.	Kindly refer the Amendment.
2	8	4. Objective	The Bank proposes to procure e-Learning Software Systems. Bank also intends to select a vendor for designing and developing of e-Learning Lessons, e-Capsules, which has to be developed in HTML5 and /or SWF (Flash) formats based on the contents provided by the Bank for hosting on the e-Learning portal proposed. The Lessons, capsules will be on various topics related to Banking, Management, Technology, Soft skills, HR and Marketing of Banking products etc. as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.	Kindly clarify whether both the formats of HTML5 and flash are required for same module or different module	Bidder to comply with RFP terms.
3	9	8. Scope of Work:	8.1. e-Learning Software Systems (e-LSS): The Bidder should be in a position to provide a complete e-Learning Application software - E-LSS. The proposed Application should support minimum 2,000 concurrent users with scalability to meet future needs. Bank may increase the concurrent user base on certain period up to 10,000, as per the need (for example, during promotion process or online exams). The administrator of the E-LSS should have privilege to restrict or permit access to selected users to selected options.	Kindly please confirm that we should consider the bandwidth of concurrent load of 2,000 or 10,000 while considering the solution as we don't have option to quote separately for considering 10,000 concurrent user on need based.	The solution should be accessible to all the employees of the Bank. At any point of time concurrency would be around 2000 users. However, solution should support to meet up the requirement of 10000 concurrent users at specific occasions like promotion specific exams etc.

		Section	Requirement	Query	Reply
4	9	8. Scope of Work:	8.1.1. The bidder has to provide an administrative module for creating/uploading the courses, registration of the users for the courses individually or batch wise. The E-LSS should provide facility to maintain user profile independently and/ or integrated with Bank's HRMS package. When integrated with HRMS, there should be a facility to modify selected fields in user profile. The E-LSS should have facility to send customized SMS/ email alerts to the users as per requirements. The administrator of E-LSS should have facility for fixing course/lesson wise time frames for completion. The E-LSS should also provide necessary Dashboards/ MIS reports as per BANK's requirements. This entire process should be done with necessary security so that no un-authorized person is able to access the e-learning modules or the contents. Apart from the above the E-LSS should have the capability to host Flash contents, PDFs, MS Office Files, Open Office Files and Audio Video files like mp4, wav, mp3 etc. The E-LSS should have access through intranet and internet.	Please provide more details of Bank HRMS package also desired selected field which display message to the user to who will provide the SMS gateway for sending the SMS, in case bidder has to provide please provide the minimum requirement.	1. e-LSS to fetch user profile details from HRMS and it should update the details in HRMS if the details displayed are not correct. 2. SMS gateway will be provided by the Bank.
5	9	7. Requirement Details	7.2. The Proposed Solution includes: a) e-Learning Software Systems (e-LSS)-With 1 Year ATS, 2nd year onward rates should be quoted till 6th Year in BOM b) e-learning Content Development - Prices should be fixes quoted in BOM and should be valid for 6 years c) Hosting Services -Prices should be fixes quoted in BOM and should be valid for 6 years	On ATS and Hosting?	There will not be any ATS on the hosting. Hosting charges to be included in the e-learning content development software.
6	9	8. Scope of Work:	8.1. e-Learning Software Systems (e-LSS): The Bidder should be in a position to provide a complete e-Learning Application software - E-LSS. The proposed Application should support minimum 2,000 concurrent users with scalability to meet future needs. Bank may increase the concurrent user base on certain period up to 10,000, as per the need (for example, during promotion process or online exams). The administrator of the E-LSS should have privilege to restrict or permit access to selected users to selected options.	Please mention the maximum limit of users. Will it be 10,000 or more. Please specify the quantity	The solution should be accessible to all the employees of the Bank. At any point of time concurrency would be around 2000 users. However, solution should support to meet up the requirement of 10000 concurrent users at specific occasions like promotion exams etc.

7	9	7. Requirement Details	7.2. The Proposed Solution includes: a) e-Learning Software Systems (e-LSS)-With 1 Year ATS, 2nd year onward rates should be quoted till 6th Year in BOM b) e-learning Content Development - Prices should be fixes quoted in BOM and should be valid for 6 years c) Hosting Services -Prices should be fixes quoted in BOM and should be valid for 6 years	Please clarify whether the hosted services will be placed at bidder's cloud or Canara bank DC	The proposed e-Learning Software Systems (e-LSS) should be Indian cloud based or on-premises based and hence according hosting services to be made avaialble
8	9	8. Scope of Work:	8.1. e-Learning Software Systems (e-LSS): The Bidder should be in a position to provide a complete e-Learning Application software - E-LSS. The proposed Application should support minimum 2,000 concurrent users with scalability to meet future needs. Bank may increase the concurrent user base on certain period up to 10,000, as per the need (for example, during promotion process or online exams). The administrator of the E-LSS should have privilege to restrict or permit access to selected users to selected options.	The data mentioned here is 2000 concurrent users. Request you to kindly confirm the no. of registered users.Also, it is written here that it can up to 10000 concurrent users at special occasion. Please clarify how we will calculate the hosting cost at this time.	The solution should be accessible to all the employees of the Bank. At any point of time concurrency would be around 2000 users. However, solution should support to meet up the requirement of 10000 concurrent users at specific occasions like promotion exams etc.
9	9	8. Scope of Work:	8.1.1. The bidder has to provide an administrative module for creating/uploading the courses, registration of the users for the courses individually or batch wise. The E-LSS should provide facility to maintain user profile independently and/or integrated with Bank's HRMS package. When integrated with HRMS, there should be a facility to modify selected fields in user profile. The E-LSS should have facility to send customized SMS/ email alerts to the users as per requirements. The administrator of E-LSS should have facility for fixing course/lesson wise time frames for completion. The E-LSS should also provide necessary Dashboards/ MIS reports as per BANK's requirements. This entire process should be done with necessary security so that no un-authorized person is able to access the e-learning modules or the contents. Apart from the above the E-LSS should have the capability to host Flash contents, PDFs, MS Office Files, Open Office Files and Audio Video files like mp4, wav, mp3 etc. The E-LSS should have access through intranet and internet.	Which HRMS are we talking about?	It is HRMS solution of the Bank which is developed by Peoplesoft.

10	9	6. Participation Methodology:	6.1. In a tender either the partner/distributor/System Integrator on behalf of the OEM or OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.	We understand that OEM refers to the OEM for the e-LSS and that does not refer to the hosting service provider. This is because there could be a situation where multiple bidders procure hosting services from the same provider.	Yes.
11	9	7. Requirement Details	7.4. Bank reserves the right to increase or decrease the quantum of purchase by 25% in respect to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.	Does this refer to the scope around e-lesson and e-capsule only or could also refer to the capsule only. LMS sizing (concurrency and number of users)?	It referes to e-lessons and e-LMS sizing (concurrency and number of users)?
12	9	8. Scope of Work:	8.1. e-Learning Software Systems (e-LSS): The Bidder should be in a position to provide a complete e-Learning Application software - E-LSS. The proposed Application should support minimum 2,000 concurrent users with scalability to 10,000. Bank may increase the concurrent user base on certain period up to 10,000, as per the need (for example, during promotion process or online exams). The administrator of the E-LSS should have privilege to restrict or permit access to selected users to selected options.	For the purpose of sizing the infrastructure for hosting, we would need a fixed concurrency. Should we take that to be 2,000 to 10,000?	The solution should be accessible to all the employees of the Bank. At any point of time concurrency would be around 2000 users. However, solution should support to meet up the requirement of 10000 concurrent users at specific occasions like promotion exams etc. Hence sizing wil be finalised in consultation with the selected bidder

| 13 | 9 | 8. Scope of Work: | 8.1.1. The bidder has to provide an administrative module for creating/uploading the courses, registration of the users for the courses individually or batch wise. **provide facility to maintain user profile independently and/ or integrated with Bank's HRMS package. The E-LSS should provide facility to maintain user profile independently and/ or integrated with Bank's HRMS package.** When integrated with HRMS, there should be a facility to modify selected fields in user profile. The E-LSS should have facility to send customized SMS/ email alerts to the users as per requirements. The administrator of E-LSS should have facility for fixing course/lesson wise time frames for completion. The E-LSS should also provide necessary Dashboards/ MIS reports as per BANK's requirements. This entire process should be done with necessary security so that no un-authorized person is able to access the e-learning modules or the contents. Apart from the above the E-LSS should have the capability to host Flash contents, PDFs, MS Office Files, Open Office Files and Audio Video files like mp4, wav, mp3 etc. The E-LSS should have access through intranet and internet. | Request you to please specify the Bank's HRMS package. | Bank is using People Soft HRMS solution. |
| 14 | 9 | 8. Scope of Work: | 8.1.1. The bidder has to provide an administrative module for creating/uploading the courses, registration of the users for the courses individually or batch wise. The E-LSS should provide facility to maintain user profile independently and/ or integrated with Bank's HRMS package. **When integrated with HRMS, there should be a facility to modify selected fields in user profile.** The E-LSS should have facility to send customized SMS/ email alerts to the users as per requirements. The administrator of E-LSS should have facility for fixing course/lesson wise time frames for completion. The E-LSS should also provide necessary Dashboards/ MIS reports as per BANK's requirements. This entire process should be done with necessary security so that no un-authorized person is able to access the e-learning modules or the contents. Apart from the above the E-LSS should have the capability to host Flash contents, PDFs, MS Office Files, Open Office Files and Audio Video files like mp4, wav, mp3 etc. The E-LSS should have access through intranet and internet. | While an integration with most HRMS is certainly possible, modifying fields in user profile of HRMS via the e-LSS may not be technically feasible and such an action should be performed from within HRMS. | Integration/interface with HRMS alone is required. Modification of user profile in e-LSS is not required. |

15	9	8. Scope of Work:	**8.1.1.** The bidder has to provide an administrative module for creating/uploading the courses, registration of the users for the courses individually or batch wise. The E-LSS should provide facility to maintain user profile independently and/ or integrated with Bank's HRMS package. When integrated	Please specify the mail and messaging solution used by Bank. Is it right to assume that the e-LSS will integrate with the Bank's mail solution and SMS server and providing the same is not part of bidder scope?	Yes. It will be integrated to e-mail & SMS gateway of the Bank.
16	10	8. Scope of Work:	**8.2.** e-learning Content Development	We will developing the content using the authoring tool Lectora Inspire of Trivantis. Is this fine? If accessibility feature is NOT required, we can develop using our HTML shell, which is NOT proprietary.	Accessibility feature is required.
17	10	8. Scope of Work:	**8.1.3.6.** Online meeting: Provide video conferencing, movie casting, instant messaging, shared whiteboard, shared desktop.	Kindly please specify who will provide the necessary infrastructure for enabling the requested features. Also bandwidth available is 250 Kbps which will be not enough to handle video conferencing please clarify	For video conferencing, required infrastructure will be provided by the Bank. The existing bandwidth of the Bank is to be used.
18	10	8. Scope of Work:	**8.2.** e-learning Content Development: The project will result in creation of multimedia information based e-learning Modules (E Learning modules includes E Lessons and E Capsules). The modules should be developed using the state-of-the-art e-learning techniques to deliver simple, and clear information. The modules developed should be compatible with the E-LSS implemented	On standards and Methodology	Bidder to comply with RFP terms.
19	10	8. Scope of Work:	**8.1.2.** The E-LSS should also effectively handle any 3rd party courseware, which may or may not be SCORM compliant. The E-LSS should support secure access of the content through HRMS / SAS. The System should facilitate Posting content, assigning a time frame, then conducting online test (objective test), evaluating, and score analysis (dashboard).	If the content is non-SCROM complaint, then could you please let us know what is the format for this content ?	Bidder to comply with RFP terms.
20	10	8. Scope of Work:	**8.2.** e-learning Content Development:	Kindly elaborate content development roles in brief	Bidder to comply with RFP terms.

#	Page	Section	Clause	Query	Reply
21	10	8. Scope of Work:	8.1.1. The bidder has to provide an administrative module for creating/uploading the courses, registration of the users for the courses individually or batch wise. The E-LSS should provide facility to maintain user profile independently and/ or integrated with Bank's HRMS package. When integrated with HRMS, there should be a facility to modify selected fields in user profile. The E-LSS should have facility to send customized SMS/ email alerts to the users as per requirements. **The administrator of E-LSS should have facility for fixing course/lesson wise time frames for completion. The E-LSS should also provide necessary Dashboards/ MIS reports as per BANK's requirements.** This entire process should be done with necessary security so that no un-authorized person is able to access the e-learning modules or the contents. Apart from the above the E-LSS should have the capability to host Flash contents, PDFs, MS Office Files, Open Office Files and Audio Video files like mp4, wav, mp3 etc. The E-LSS should have access through intranet and internet.	Here what kind of reports are we expecting? Dashboard which contains MIS reports like how many users completed, viewed the ccontents, how many users not started etc.	
22	10	8. Scope of Work:	8.1.1. The bidder has to provide an administrative module for creating/uploading the courses, registration of the users for the courses individually or batch wise. The E-LSS should provide facility to maintain user profile independently and/ or integrated with Bank's HRMS package. When integrated with HRMS, there should be a facility to modify selected fields in user profile. The E-LSS should have facility to send customized SMS/ email alerts to the users as per requirements. The administrator of E-LSS should have facility for fixing course/lesson wise time frames for completion. The E-LSS should also provide necessary Dashboards/ MIS reports as per BANK's requirements. This entire process should be done with necessary security so that no un-authorized person is able to access the e-learning modules or the contents. **Apart from the above the E-LSS should have the capability to host Flash contents, PDFs, MS Office Files, Open Office Files and Audio Video files like mp4, wav, mp3 etc. The E-LSS should have access through intranet and internet.**	Please share more details about the open office files.	Documents / spreadsheets which are created using open office software.

23	10	8. Scope of Work:	8.1. e-Learning Software Systems (e-LSS): 8.1.3. The solution should provide the following additional features for collaboration: 8.1.3.6. Online meeting: Provide video conferencing, movie casting, instant messaging, shared whiteboard, shared desktop.	For how many users are we looking ofr online meeting? Please share the license number.	The solution should support around 50 to 100 users.
24	10	8. Scope of Work:	8.1. e-Learning Software Systems (e-LSS): 8.1.3.9. Online Test: Provision for conducting online tests based on the question bank with facility for valuation and generation of various reports/dashboards. There should be the facility to upload the questions by bank and it should have the facility for randomization of Questions among candidates based on the requirement of the bank. 8.1.3.10. Online Quiz: Provision for conducting online quiz based on the question bank with facility for valuation and generation of various reports/dashboards	Please share what is the difference between these two features	Online test will be having limited window time within which the test to be completed. Whereas online quiz is not time bound.
25	11	8. Scope of Work:	8.2. e-learning Content Development: 8.2.3. Content Development Methodology	Can the workshop / discussion at the CSD stage happen remotely, over conference calls and emails or should it be in-person meeting at Canara Bank premises?	Initial CSD to happen in person. Subsequent discussions or updations may happen remotely.
26	11	8. Scope of Work:	8.2. e-learning Content Development: 8.2.3. Content Development Methodology	What does the storyboard confirmation meeting entail? Will this involve content discussions that necessitate the Instructional Designer to be present or can our sales / support staff come to obtain the documented feedback / approval?	In initial stage of story board discussion the instructional designers should be present.
27	11	8. Scope of Work:	8.2. e-learning Content Development: 8.2.1. Content Development Specifications: c. The content should be compliant with accessibility guidelines (for differently abled people) and may be offered as an OPTIONAL item.	Do all courses need to be accessibility compliant or is it restricted to a certain number of courses?	Restricted to certain number of courses identified by the Bank.

28	11	8. Scope of Work:	8.2. e-learning Content Development: 8.2.1. Content Development Specifications: d. Design and Development of e-Learning Lessons and e-Capsules based on the content that would be provided by the Bank. The e-Lessons and e-capsules developed also should be of cross platform compatibility (i.e. Android, Windows, IOS and any other mobile platforms) and also compatible with major browsers (i.e IE, Mozilla Firefox, Google Chrome, etc.,). 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, exclusively.	Please share the volume of content to be developed. Will the SME support provided to us? Here it is mentioend that the content should run on cross paltform, then in costing format we are asking about the Flash cost. This is contradictory. Please explain.	Yes, SME support will be provided. Bidder to comply with RFP terms.
29	11	8. Scope of Work:	8.2. e-learning Content Development: 8.2.1. Content Development Specifications: f. f. Modification/ updation of the e-Lessons and e-Capsules from time to time by the Bidder or by the Bank.	Kindly share the quantum of changes/modification.	Bidder to comply with RFP terms.
30	11	8. Scope of Work:	8.2. e-learning Content Development: 8.2.3. Content Development Methodology The e-Learning Lessons and e-Capsules must be created in such a way that ensures widespread access and compatibility for users across the Bank.	Is there a percentage that you have in mind for Level 1, 2 and 3 courses. Can you tell us what will be the total number of training hours developed and what will be the mix in terms of levels.	Bidder to comply with RFP terms.
31	12	8. Scope of Work:	8.4. Cost Proposal 8.4.1. Pricing Mechanism and Payment Terms for e-Lessons	In clarity on pricing screen and Wtd. Avg.	Clause is self-explanatory. Kindly refer the RFP.

32	12	8. Scope of Work:	**8.2. e-learning Content Development:** 8.2.3. Content Development Methodology The e-Learning Lessons and e-Capsules must be created in such a way that ensures widespread access and compatibility for users across the Bank. Various steps involved in the content development for e-Lessons and e-Capsules are as under: **Step-IV:** After approval of the Storyboard, Alpha (Draft) version of the lesson with sample voiceovers (to enable the BANK to select the appropriate one) will be developed and delivered by the Bidder. The maximum time frame for completing the Alpha version would be 2 weeks from the date of approval of story board. Thereafter the Beta version of the e-Lesson, with total voice over (which will be equivalent to CD/DVD version of the e-Lesson, provision for multiple languages) will have to be submitted within a period of one week to BANK. The Beta version will be checked for quality (design, contents, presentation and technical) by BANK. The improvements required if any, have to be carried out by the bidder.	Which all languages, besides English, will be covered as part of the voice over for content?	Initially it should be in English & Hindi. Further, based on Bank's request, the same to be extended to all other regional languages.
33	12	8. Scope of Work:	**8.2. e-learning Content Development:** **8.2.4. Table of time lines for the Bidder:** Preparation of CSD including workshop with BANKs-1 week Preparation of Storyboard-2 weeks Developing Alpha version-2 weeks Developing Beta version-1 week Developing Final version-1 week	We undersatnd that the below detail is given for 1 content to be developed. Please explain.	Yes
34	12	8. Scope of Work:	8.3. Hosting Services: The bidder has to host, manage and maintain the content with E-LSS (Learning Management System) as on turn-key basis for all the said courses irrespective of number of users of these subjects.	Are you looking at a dedicated administrator from the vendor's end who will manage all the courses and activities on the LMS on a regular basis including new user onboarding, user and name and password generation, course uploading etc.? Or will someone from the bank be involved in this?	Bidder to comply with the RFP terms

| 35 | 12 | 8. Scope of Work: | 8.2. **e-learning Content Development:**
8.2.3. Content Development Methodology
Step-IV: After approval of the Storyboard, Alpha (Draft) version of the lesson with sample voiceovers (to enable the BANK to select the appropriate one) will be developed and delivered by the Bidder. The maximum time frame for completing the Alpha version would be 2 weeks from the date of approval of story board. Thereafter the Beta version of the e-Lesson, with total voice over (which will be equivalent to CD/DVD version of the e-Lesson, provision for multiple languages) will have to be submitted within a period of one week to BANK. The Beta version will be checked for quality (design, contents, presentation and technical) by BANK. The improvements required if any, have to be carried out by the bidder. | How many languages are you looking at? Is there a scope for translation in this project which has not been explicitly highlighted? If yes, is translation being taken up separately? | Initially it should be in English & Hindi. Further, based on Bank's request, the same to be extended to all other regional languages. |
| 36 | 12 | 8. Scope of Work: | 8.2. **e-learning Content Development:**
8.2.3. Content Development Methodology
Step-IV: After approval of the Storyboard, Alpha (Draft) version of the lesson with sample voiceovers (to enable the BANK to select the appropriate one) will be developed and delivered by the Bidder. The maximum time frame for completing the Alpha version would be 2 weeks from the date of approval of story board. Thereafter the Beta version of the e-Lesson, with total voice over (which will be equivalent to CD/DVD version of the e-Lesson, provision for multiple languages) will have to be submitted within a period of one week to BANK. The Beta version will be checked for quality (design, contents, presentation and technical) by BANK. The improvements required if any, have to be carried out by the bidder. | Can the alpha version be developed with machine voice and the recording of audio done during the Beta version? | Bidder has to comply with RFP terms. |

| 37 | 12 | 8. Scope of Work: | **8.2. e-learning Content Development:**
8.2.3. Content Development Methodology
Step-III: Submission of Storyboard by the Bidder. It should comprise Screen- wise content and other features details, in visual format (Power point presentation etc.,) to enable the BANK to appreciate the presentation of the content and also in text format for making corrections, if any. The maximum time frame for completing the story board would be 2 weeks from the date of CSD, before which the story board format will have to be submitted to the BANK. After submitting the story board to the BANK, the representative of the Bidder will have to meet / contact the BANK, with prior appointment, for confirmation of the story board after one week from the date of submitting the story board. The bidder shall submit a revised project cost of development of the lesson to the BANK if necessary (containing the table of contents, number of screens and level of user interactivity etc.). The actual cost of the lesson should not exceed by more than 15% of the revised project cost in any case. | We believe you are looking for two versions of each storyboard - a word version and a powerpoint version? Is it correct? | Yes. |
| 38 | 13 | 8. Scope of Work: | **8.4. Cost Proposal**
8.4.4. Each output screen should contain a minimum of 100 words. GUI (Graphical User Interface) related screens e.g. welcome/target/ disclaimer/ thanking screens/tabs and internal screens etc. having less than 100 words will not be counted for the purpose of pricing. The e-Lesson contents should conform to one of the three levels of user interactivity. The level of the user Interactivity in the e-Lesson has been classified as Level-I, Level-II and Level-III as illustrated in Appendix-I. Suitable tool(s) should be used for achieving the learning objective(s) of the e-Lesson/module. | We request you to relook at consideration of screens with less than 100 words, as the scope of screens along with weightage in the scope of work and appendix - I is clearly described. So, there are pretty good chances that many important slides with lot of graphics and animation with very limited number of words will exist. This may contradict with the statements. So request you to remove this clause | Bidder to comply with RFP terms. |

| 39 | 13 | 8. Scope of Work: | 8.4. Cost Proposal

8.4.1. Pricing Mechanism and Payment Terms for e-Lessons

The bid price for development of e-Lesson shall be on the basis of types of output screens, as indicated below. The agreed price for development of Screen and price for Type "A" shall be as per the lowest (L1) offer in the Commercial bid finalised in the bidding and price for development of other types would be calculated based on the weighted value as indicated below:

D. Quiz, feedback/instructions to users and static screenshots, 'INFO' and Lesson/module objective screens, Providing links in the e-Lesson:
Various documents, which are provided as links under the tabs of GUI like References/Handouts/ FAQs/Dos & Don'ts/Glossary etc. after converting them in PDF or otherwise as desired by the Bank, would be calculated per link.--0.25 | According to the pricing figure - the weightage mentioned is 0.25 for this. So our understanding is that if one screen has five such PDFS then the pricing for the screen should be the (0.25% of ScreenA X 5). Are we correct? | Yes. Bidder has to comply with RFP terms. |
| 40 | 13 | 8. Scope of Work: | 8.4. Cost Proposal

8.4.1. Pricing Mechanism and Payment Terms for e-Lessons

The bid price for development of e-Lesson shall be on the basis of types of output screens, as indicated below. The agreed price for development of Screen and price for Type "A" shall be as per the lowest (L1) offer in the Commercial bid finalised in the bidding and price for development of other types would be calculated based on the weighted value as indicated below:

E. Screens having internal windows/ popup(s), tabs etc (generally used for reiteration of learning/ highlights; explaining a concept; making an e-Lesson more interesting/attractive/effective)..-1.1 | The weightage given here is 1.1. But how is it different from screen type B. which has screens with diagrams, graphics, flowcharts, cartoons which might also have the same features as screen type E even though a price weightage of 1.3. Also are visual characters required in any of these screens to take the users through the modules? | Bidder has to comply with RFP terms. |

41	13	8. Scope of Work:	**8.4. Cost Proposal** **8.4.4.** Each output screen should contain a minimum of 100 words. GUI (Graphical User Interface) related screens e.g. welcome/target/ disclaimer/ thanking screens/tabs and internal screens etc. having less than 100 words will not be counted for the purpose of pricing. The e-Lesson contents should conform to one of the three levels of user interactivity. The level of the user interactivity in the e-Lesson has been classified as Level-I, Level-II and Level-III as illustrated in Appendix-I. Suitable tool(s) should be used for achieving the learning objective(s) of the e-Lesson/module.	How will assessment screens be calculated? Simple assessment questions might have less than 100 words in some cases? Are assessment screens out of this scope of 100 words? Also, what are the total number of assessment questions you expect per topic/module and how many assessment questions do you expect in a capsule?	Bidder to comply with RFP terms.
42	14	8. Scope of Work:	**8.4. Cost Proposal** **8.4.5. Modification / Updation of the content** **8.4.5.3.** The amount payable for amendments to e-Lessons after final delivery by the Bidder and acceptance by the Bank shall be as per the lowest (L1) offer in the Commercial bid finalised in the bidding. Given below is the matrix for calculation of cost of modification/updation of an e-Lesson: 5. Simulation (Applicable in case of GUI change):-06.00 Hours/ simulation	The complexity of a simulation even in case of GUI change might vary widely and we feel that 6.00 hours might not always do justice to the scope. Is there any way of increasing this estimate or creating a range that can justify based on the nature of change?	Bidder to comply with the RFP terms
43	14	8. Scope of Work:	**8.4. Cost Proposal** **8.4.5. Modification / Updation of the content** **8.4.5.3.** The amount payable for amendments to e-Lessons after final delivery by the Bidder and acceptance by the Bank shall be as per the lowest (L1) offer in the Commercial bid finalised in the bidding. Given below is the matrix for calculation of cost of modification/updation of an e-Lesson: 3. Audio Change:-30 Minutes/screen (with a minimum of 4.00 hours & maximum of 10.00 hours per Lesson).	Please do explain this point. What if the audio change is less than 4.00 hours? Is there an impact on pricing?	Bidder to comply with the RFP terms
44	16	8. Scope of Work:	**8.5. Guidelines for e-Lesson:** n. Sub-topic will be a Shareable Content Object (SCO). One SCO should address one learning objective. Each Learning Objective may have many learning objects (LO). SCORMing to be done preferably at sub-topic level.	Kindly please clarify whether the referred clause is the part of e-LSS.	Yes. It is the part of e-LSS.

#		Section	Clause	Query	Reply
45	16	8. Scope of Work:	8.5. Guidelines for e-Lesson: 8.5.1. Organisation of the content n. Sub-topic will be a Shareable Content Object (SCO). One SCO should address one learning objective. Each Learning Objective may have many learning objects (LO). SCORMing to be done preferably at sub-topic level.	We believe this might lead to too much of granularity and effort in terms of course management. Usually a module is taken as a SCO, breaking it down too granular might make them difficult to manage	Bidder to comply with RFP terms.
46	17	8. Scope of Work:	8.5. Guidelines for e-Lesson: 8.5.1. Organisation of the content p. Clicks generally should not exceed more than 4 to 5 in one screen except in exceptional situation wherever required Key Points/Tips/Additional information needs to be added.	This rule might not apply to complex simulations where there can be more than 5 clicks in a screen/	Bidder to comply with RFP terms.
47	17	8. Scope of Work:	8.5. Guidelines for e-Lesson: 8.5.2. Content formation: g. Include Notes feature (with save, print, close options), where the user can take down important notes (Notepad).	Are you looking at saving the notes in a backend database from the course itself after the session has ended? It might mean relooking at the functionality of the module altogether. The usual option is saving the	Bidder to comply with RFP terms.
48	18	8. Scope of Work:	8.6. Guidelines for e-Capsule: 8.6.2. Maximum duration of the capsule should be 15 minutes.	Kindly please clarify how to calculate the duration of the capsule since the content is non-voice with number of screens.	Bidder to comply with RFP terms.
49	18	8. Scope of Work:	8.9. Training - The training duration for the usage of the above tools should be very clearly specified and this one-time training should be imparted free of charge for as many individuals as the Bank specifies - In case of any Training requirements in the future - the cost of such training to be specified now. Bidder/consortium shall provide 30 days of training for 100 users at Bank's Bangalore or/and Gurgaon premises.	We request you to kindly specify the number of users to be trained along with the various premises it requires, as it has clear implication of commercials.	30 days of training for 100 users at Bank's Bangalore or/and Gurgaon premises.
50	18	8. Scope of Work:	8.10. Software & Hardware Requirements – The system should be a hosted model. All details of software & hardware system requirements should be specifically mentioned with respect to each of the above - namely for Lecture Capture System, Screen-flow Capture System and Learning Management System including details of web-camera, handwriting tablets and other software required. The bank will provide the necessary software hardware specified.	Is the proposed Learning Management Solution to be deployed on cloud infrastructure or on-premise hosted at Banks data centre?	Cloud infrastructure.

No.	Page	Section	Clause	Query	Reply
51	18	8. Scope of Work:	8.10. Software & Hardware Requirements - The system should be a hosted model. All details of software & hardware system requirements should be specifically mentioned with respect to each of the above - namely for Lecture Capture System, Screen-flow Capture System and Learning Management System including details of web-camera, handwriting tablets and other software required. The bank will provide the necessary software hardware specified.	Could you please provide clarity in terms of functionality and features required as part of a) Lecture Capture System and b) Screen- flow Capture ?	Lecture Capture System & Screen flow capture - recording of lectures, explanations with the help of other tools like PPTs, Board etc.
52	18	8. Scope of Work:	8.11. Internet Bandwidth Requirements - All of the above should be in a position to use the existing 256 kbps bank network (the available bandwidth may be substantially lower) and shall not demand anything more than what the bank currently has at this point in time. The Bidder should be in a position to demonstrate his e-Learning Software System at short notice.	Request the bank to kindly clarify the data rate expected at these each of screen like 512Kbps, 1Mbps or 2Mbps, etc. Accordinly bank DC end total link capacity to be finalized or to quote	Bidder to comply with RFP terms.
53	18	8. Scope of Work:	8.6. Guidelines for e-Capsule: 8.6.5. The capsule may contain Assessment as an integral part of it.	We believe these assessments will be scored. Also, would you like to have format scored assessments as a part of the module or topic or sub topic since each sub topic is being considered a SCO? Or separately in	Yes
54	18	8. Scope of Work:	8.9. Training - The training duration for the usage of the above tools should be very clearly specified and this one-time training should be imparted free of charge for as many individuals as the Bank specifies - In case of any Training requirements in the future - the cost of such training to be specified now. Bidder/consortium shall provide 30 days of training for 100 users at Bank's Bangalore or/and Gurgaon premises.	There seems to be a contradiction here where it is states that duration is to be stated by bidder and training is for as many users as Bank specifies, but at same time specifies 30 days of training for 100 users. Please clarify.	30 days of training for 100 users at Bank's Bangalore or/and Gurgaon premises.
55	18	8. Scope of Work:	8.10. Software & Hardware Requirements - The system should be a hosted model. All details of software & hardware system requirements should be specifically mentioned with respect to each of the above - namely for Lecture Capture System, Screen-flow Capture System and Learning Management System including details of web-camera, handwriting tablets and other software required. The bank will provide the necessary software hardware specified.	It is unclear as to what is the scope arounf Lecture Capture System, Web-camera and handwriting tablets. Request bank to provide specifications around the same along with use case for bank for better understanding of these items	Lecture Capture System & Screen flow capture - recording of lectures, explanations with the help of other tools like PPTs, Board etc.

#	Pg	Section	Query	Reply
56	18	8. Scope of Work:	8.15. The above e-Learning Software System (e-LSS) should not have any boundaries, such as number of Licenses nor should it have any limits to the number of users - it should be one of a perpetual licensing method with no strings attached and the Bidder to merely support the e-Learning Software System (e-LSS) by means of an annual maintenance charge which includes software upgrades in the future.	For the purpose of sizing the infrastructure for hosting, kindly indicate the number of employees who would use the system. The bidder will provide a pertual licence with no strings attached, but this information is required for computing resources required for hosting	The solution should be accessible to all the employees of the Bank. At any point of time concurrency would be around 2000 users. However, solution should support to meet up the requirement of 10000 concurrent users at specific occasions like promotion exams etc.
57	18	8. Scope of Work:	8.16. Bidder Requirements - Bidder should be able to demonstrate stringent quality certification. Bidder should provide custom off-the-shelf solution. Bidder should own IPR of the software solution and not to be Resellers.	Please specify the same.	Bidder to comply with RFP terms.
58	18	8. Scope of Work:	8.16. Bidder Requirements - Bidder should be able to demonstrate stringent quality certification. Bidder should provide custom off-the-shelf solution. Bidder should own IPR of the software solution and not to be Resellers.	This contradicts Section A 6 that allows partner/distributor/System Integrator to also partner	The clause no. 6 of the RFP allowes partner/distributor/System Integrator to quote the e-LSS of the OSM (Original Software Manufacturer) only.
59	19	8. Scope of Work:	8.17. Canara Bank reserves the right to select all the of the above three software systems namely Learning Management System, Content Development and Hosting Services, one Bidder or one from each Bidder.	Can we be bid only for 1 solution, which is b) e-learning Content Development. Is this fine?	Bidder has to bid for the entire solution as mentioned in Clause 7.2 of the RFP.
60	19	8. Scope of Work:	8.17. Canara Bank reserves the right to select all the of the above three software systems namely Learning Management System, Content Development and Hosting Services, one Bidder or one from each Bidder.	If we need to bid for the entire project, can we bid with Moodle (An open-source LMS) for E-Learning Software System.	Bidder to comply with the RFP terms
61	19	8. Scope of Work:	8.18. Project Completion and Management 8.18.1. For smooth completion of project the Bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank. 8.18.2. Project implementation team should be conversant with local rules and conditions to resolve the issues, if any.	Please explain the the local rules and conditions.	Bidder to comply with RFP terms.

62	26	27. Bidders Presentation /Site Visits / Product Demonstration/POC	27.2. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of the Solution proposed by them. This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose Part B-Technical proposals has been opened.	By POC does the Bank mean a demonstration as part of the presentation or does this involve creating and providing a specified duration for evaluation purposes?	Providing access for a specified duration for evaluation purpose.
63	29	36. Award of Contract:	36.1. The Bidder who is L1 as per above clause no. 31 will be referred to as the selected bidder and Bank will notify the name of the selected bidder by display in the Notice Board of the Bank.	Request the bank to consider Order Placement on two companies which are subsidiaries/sister concern/consortium. However, complete responsibility of the bid lies with lead Bidder. Order Placement :Ordering of Hardware and Services should be allowed on two companies if one company is 100% subsidiary of another company. This is essential for correct book keeping. In case Hughes is eligible for order placement it would request the following to the Bank. Hardware Charges to be placed on HCIL COMTEL LTD., 1 Shivji Marg,Westend Greens, New Delhi-110038 and Recurring Services (Bandwidth & AMC) to be placed on Hughes Communications India Ltd. ,Plot No 1, Sector-18, Electronic City, Gurgaon-122015. HCIL COMTEL is 100% subsidiary of HCIL.	Bidder has to comply with RFP terms.

64	31	39. Project Execution:	The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bengaluru. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The Bidder shall submit a Weekly progress report to the Bank on the progress in installation/commissioning of the solution as per format, which will be made available to the selected bidder.	Request the bank to please specify the timeline to rollout entire 4000 screens project.	Details will be shared with the selected Bidder.
65	31	40. Security Deposit / Performance Bank Guarantee:	40.2. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (Plus GST) for each completed calendar week of delay or part thereof on the cost of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% (Plus GST) of the total order value.	Bidder requests deletion of additional penalty, as the Customer already has a right to forfeit EMD in the event of failure to provide PBG at the time of signing contract. Further, Customer has the right to terminate the contract also. Bidder submits that PBG be invoked only on termination resulting from failure to cure material breach post the 30 day cure period.	Bidder has to comply with RFP terms.
66	31	40. Security Deposit / Performance Bank Guarantee:	40.2. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (Plus GST) for each completed calendar week of delay or part thereof on the cost of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% (Plus GST) of the total order value.	Bidder request to delete this clause as Bank has a right to forfeit EMD in case of failure to submit the Security deposite/ Performance Guarantee	Bidder has to comply with RFP terms.
67	32	42. Delivery, Installation, Integration and Commissioning:	42.2. Bidder has to deliver the customize solution within 2 weeks from the date acceptance of the order.	Request the bank to change the delivery of customized solution date from 2 weeks to 4 weeks from the date of accepting the order	Bidder has to comply with RFP terms.

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68	32	42. Delivery, Installation, Integration and Commissioning:	42.7. In such an event, the supply & installation will be termed as incomplete and it will not be accepted. The software will be accepted after complete integration and satisfactory working of the software.	Request the bank to amend this clause as we don't know the SoW of integration to other applications/softwares and acceptance should be for eLSS, e-contet Development and Hosting excluding other softwre and / or applications.	Bidder has to comply with RFP terms.
69	32	43. Integration & Interfaces:	43.1. The selected bidder has to work with Bank's Digital Library Platform for integration. 43.2. The selected bidder has to work with different application vendor in order to integrate new solution to the existing workload or new workloads during contract Period. 43.3. The selected bidder has to work with different teams of Bank & application OEM to understand the policies requirement and configurations of respective applications for the offered solution.	Integration and Interfaces: We don't know the scope and quatum of Integration and Interfacing with other applications. Hence, request the bank to specify the applications and scope of work for arriving at commercials, basis work load	Details will be shared with the selected Bidder.
70	32	45. Acceptance:	45.1. Bank will evaluate the offered Solution implemented by the bidder, if during the implementation period, the Solution experiences no failures and functions according to the requirements of the RFP, as determined by the Bank; the Solution shall be considered accepted by the Bank and the project will be considered deemed signed-off. 45.2. After the Solution has been accepted by the Bank, the Vendor may submit an invoice for the Solution. 45.3. The warranty will cover all supplied components includes software and will start after project acceptance & signoff.	Please clarify that is acceptance of the software limited(1) to eLSS, e-Content Development and Hosting or (2) Integrating with other Applications as specified in clause 43 of page #32. If #(2) is Yes, request to amend the clause only for eLSS, e-content development and Hosting	Yes. It is limited to e-Learning Software System.
71	32	43. Integration & Interfaces:	43.2. The selected bidder has to work with different application vendor in order to integrate new solution to the existing workload or new workloads during contract Period.	What all systems will the new learning management system be required to integrate with as part of this project?	Bidder to comply with RFP terms.
72	32	42. Delivery, Installation, Integration and Commissioning:	42.2. Bidder has to deliver the customize solution within 2 weeks from the date acceptance of the order.	Request the bank to kindly amend clause as" Within 2 weeks from the date of Acceptance of Purchase Order"	Bidder to comply with RFP terms.
73	32	43. Integration & Interfaces:	43.1. The selected bidder has to work with Bank's Digital Library Platform for integration.	Please elaborate on the integration with Banks Digital Library Platform with LMS. Please specify all the integration required with licenses (if any) with any 3rd party integration tools.	Bidder to comply with RFP terms.
74	32 / 44	Security		Is any other specific security encryption required?	As per security standard.

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75	32	42. Delivery, Installation, Integration and Commissioning:	42.2. Bidder has to deliver the customize solution within 2 weeks from the date acceptance of the order.	This time is too little to be able to deliver the customized solution - activities like configuration workshop, preparing of SRS, approval of the same, customization (where required) would take more time. Request the bank to increase this to 8 weeks.	Bidder to comply with RFP terms.
76	32	42. Delivery, Installation, Integration and Commissioning:	42.3. Bidder has to install the customize solution within 2 weeks from the date of delivery of the Solution.	This time is too little to be able to install the customized solution - Request the bank to increase this to 8 weeks.	Bidder to comply with RFP terms.
77	32	43. Integration & Interfaces:	43.1. The selected bidder has to work with Bank's Digital Library Platform for integration.	Kindly specify which Digital Library Platform the Bank uses and what is the nature of integration required	Details will be shared with the selected Bidder.
78	33	47. Penalties/Liquidated Damages:	47.1.3. However, the total Penalty/LD to be recovered under above clauses 47.1.1 & 47.1.2 shall be restricted to 10% of the total value of the order. 47.2.2. The maximum penalty levied shall not be more than the 50% of AMC/ATS amount (Plus GST) payable for that Year. 47.6. However, the total Penalty/LD to be recovered under above clauses 47.3, 47.4, 47.5 & 47.6 shall be restricted to 25% of the cost of developing the lesson/e-capsule.	Bidder requests the following: (1) All penalties in the implementation phase (47.1.1, 47.1.2, 47.1.3 be restricted undelivered/not performed portion to 10% of the value of implementation value (2) Penalties leviable for the content building phase (47.3, 47.4, 47.5) be restricted undelivered/not performed portion to 10% of the value of the content building value (3) Penalties for not maintaining uprime be restricted to 10% of the AMC quarterly value	Bidder has to comply with RFP terms.
79	33	47. Penalties/Liquidated Damages	47.1. Penalties/Liquidated damages for delay in Delivery and Installation of Software would be as under. 47.1.1. Non-compliance of the Supply/delivery clause (42.1) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay in delivery per week or part thereof, on the invoice value. 47.1.2. Non-compliance of the Installation, Configuration and Implementation clause (42.2) will result in the Bank imposing penalty of 0.50% on delay in Implementation per week or part thereof, on the invoice value 47.1.3. However, the total Penalty/LD to be recovered under above clauses 47.1.1 & 47.1.2 shall be restricted to 10% of the total value of the order.	Bidder request to charge penalty/liquidated damages for delay on undelivered value of supply and implementation with maximum cap to 10% of undelivered value of supply and implementation	Bidder has to comply with RFP terms.

No	Page	Clause	Query	Reply
80	33	46. Uptime:	46.1. The bidder shall guarantee a 24x7 availability with monthly uptime of 99.90% for the solution as specified in Annexure-10, during the period of the Contract and also during ATS, if contracted, which shall be calculated on monthly basis.	We request you to decrease the uptime requirement to 99.5% and to also exclude scheduled downtimes (announced in advance) from the calculation of uptime	Bidder has to comply with RFP terms.
81	34	47. Penalties/Liquidated Damages:	47.6. However, the total Penalty/LD to be recovered under above clauses 47.3,47.4, 47.5 & 47.6 shall be restricted to 25% of the cost of developing the lesson/e-capsule	Request to kindly make 5% of undelivered screens/un-operational screens	Bidder has to comply with RFP terms.
82	34	47. Penalties/Liquidated Damages:	47.2. Penalties/Liquidated damages for not maintaining uptime : 47.2.2. The maximum penalty levied shall not be more than the 50% of AMC/ATS amount (Plus GST) payable for that Year.	Bidder request to cap the penalty to 10% of the quarterly AMC/ATS value	Bidder has to comply with RFP terms.
83	34	47. Penalties/Liquidated Damages:	47.6. However, the total Penalty/LD to be recovered under above clauses 47.3,47.4, 47.5 & 47.6 shall be restricted to 25% of the cost of developing the lesson/e-capsule	Bidder request to cap the penalty to 10% of the cost of developing the lesson/e-capsule terms.	Bidder has to comply with RFP
84	35	49. Payment Terms:	49.1. Payment schedule for e-LSS will be as under: b. Implementation-30% -After roll out of entire solution to the all the identified Branches and after Acceptance by the Bank.	Please specify branches for rolling out the solution	RFP Clause is modifief as under "b. Implementation-30% -After roll out of entire solution and after Acceptance by the Bank."
85	35	49. Payment Terms:	49.1. Payment schedule for e-LSS will be as under: a. Application Software (Corporate License) and customization-50%-Delivery of customized version of application software to UAT and on submission of Invoice and proof of Delivery for corporate license	Request the Bank to release content and hosting payment by DIT Wing	Bidder has to comply with RFP terms.
86	35	49. Payment Terms:	49.1. Payment schedule for e-LSS will be as under: c. Warranty-10%-10% of the total cost shall be paid only after completion of warranty period of five years or On submission of a bank guarantee for equivalent amount by the Bidder after releasing 90% payment.	Under Annexure 17 (Bill of Materials Page 75) It is mentioned in Table A that the warranty period is for a duration of 1 years , whereas in the given RFP clause (as well in clause 55,4 Page 37) it is mentioned as 5 years . To remove this ambiguity, could you provide clarity as to what is the duration of the warranty period for the proposed LWS , required hardware and other software components ?	Kindly refer the Amendment.

Sl	Page	Clause	Details	Query	Reply
87	35	49. Payment Terms:	49.1. Payment schedule for e-LSS will be as under: a. **Application Software (Corporate License) and customization-50%**-Delivery of customized version of application software to UAT and on submission of Invoice and proof of Delivery for corporate license b. **Implementation-40**-After roll out of entire solution to the all the identified Branches and after Acceptance by the Bank. c. **Warranty-10%**-10% of the total cost shall be paid only after completion of warranty period of five years or On submission of a bank guarantee for equivalent amount by the Bidder after releasing 90% payment. d. **Annual Technical Support(ATS)**-The amount shall be payable quarterly in arrears e.**Training - 100%**-After completion of training and on submission invoices duly acknowledge by the Bank's Officials.	The payment terms given here is a bit stringent. Request you to kindly modify it. Like Bidders should be paid some amount after the Project Kick-off meeting. (for e.g.-30%) Request you to kindly re-look into the payment terms.	Bidder has to comply with RFP terms.
88	35	49. Payment Terms:	49.1. Payment schedule for e-LSS will be as under: a. **Application Software (Corporate License) and customization-50%**-Delivery of customized version of application software to UAT and on submission of Invoice and proof of Delivery for corporate license b. **Implementation-40**-After roll out of entire solution to the all the identified Branches and after Acceptance by the Bank. c. **Warranty-10%**-10% of the total cost shall be paid only after completion of warranty period of five years or On submission of a bank guarantee for equivalent amount by the Bidder after releasing 90% payment. d. **Annual Technical Support(ATS)**-The amount shall be payable quarterly in arrears e.**Training - 100%**-After completion of training and on submission invoices duly acknowledge by the Bank's Officials.	Bidder request to change the payment milestone as: a. Applilcation software (corporate licenses) and Customization - 70% b. Implementation - 20% c. Warranty - 10% d. Annual technical support (ATS) - Amount shall be paid quarterly in arrear e. Training - 100%	Bidder has to comply with RFP terms.

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89	35	49. Payment Terms:	49.2. **Payment schedule for content development and Hosting Service will be as under:** **Delivery of final content and hosting -100%-On delivery of Gold version CDs/DVDs (two sets, One to SME and one to e-learning Department) and hosting the same. Payment will be released by the concerned SME after ascertaining the quality of e-Lessons/e-capsules and technical verification from e-Learning department.**	Request the Bank to specify that payment for content development will be paid course wise with 100% of said amount linked to final delivery of Gold version for each course	Bidder has to comply with RFP terms.
90	35	49. Payment Terms:	49.2. **Payment schedule for content development and Hosting Service will be as under:** **Delivery of final content and hosting -100%-On delivery of Gold version CDs/DVDs (two sets, One to SME and one to e-learning Department) and hosting the same. Payment will be released by the concerned SME after ascertaining the quality of e-Lessons/e-capsules and technical verification from e-Learning department.**	Request the Bank to have a separate line item for hosting services with the amount for hosting being paid on a quarterly basis	Bidder has to comply with RFP terms.
91	36	51. Order Cancellation/Termination of Contract:	51.4. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder.	Bidder requests that the following changes: If the bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected bidder subject to a 20% of the undelivered portion of the products/services by giving 7 days prior notice to the bidder.	Bidder has to comply with RFP terms.
92	37	54. Training:	54.3. Duration should not be less than 5 days.	Please specify no. of days training is required	Bidder has to comply with RFP terms.
93	37	52	Local Support	Does online/ or physical support required? Does online support will work for you?	Bidder has to comply with RFP terms.
94	37	52. Local Support:	52.1. The Bidder has to provide 24x7X365 support and support will be required for end to end installation, maintenance of the proposed solution during complete Project tenure and Bidder will be responsible for attending complaints during all Bank Business hours (10 AM to 06 PM) and will be SPOC 24x7X365.	Kindly share the need of 24X7X365 support. We can have better options.	Bidder has to comply with RFP terms.

95	37	54. Training:	54.1. Bidder has to provide training for the proposed Solution from OEM directly at their training centre in Bangalore.	Where is the training centre is it in Canara bank Premises?	30 days of training for 100 users at Bank's Bangalore or/and Gurgaon premises.
96	37	54	Training:	The number of people to be trained, duration of training, location of training differ from those mentioned in Section A 8.9. Please specify as to which of the two information should be considered by bidder.	30 days of training for 100 users at Bank's Bangalore or/and Gurgaon premises.
97	38	56. Annual Technical Support(ATS):	56.5. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, if ATS charges quoted by the bidder are abnormally low (below 5% of the cost). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/ATS obligations of the bidder. Bidder shall quote the charges of ATS as per the Bill of Material (Annexure-17). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and ATS period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 41. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompletion of the project and warranty period.	Bidder requests deletion of this additional requirement of PBG. Bidders confirms that appropriate costs would be quoted by the Bidder for the ATS.	Bidder has submit the BG in the event where they have quote ATS less than 5% per anum.

#	Page		Clause	Query	Reply
98	40	60	Indemnity:	Indemnity is provided at multiple places in the RFP. Hence Bidder requests Indemnity clause to be replaced with the below: Bidder would indemnify the Customer of the following scenarios: (1) third party intellectual property infringement of products/services supplied (2) Bodily Injury or death or damage to tangibles caused due to gross negligence or willful misconduct (3) Non-compliance with any applicable laws, regulations rules or legal requirements in relation to the proposed solution in this opportunity by the Bidder (4) The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder (5) Breach of confidential information	Bidder has to comply with RFP terms.
99	41		61. Inspection of Records:	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard.	Bidder request replacement of this clause with the below: Bank at its discretion by providing reasonable notice to the Bidder may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software (excluding any pricing information of the Bidder) provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard.	Bidder has to comply with RFP terms.
100	43		73. Force Majeure:	73.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.	Request the bank to kindly include satellite failure under Force Majeure	Bidder has to comply with RFP terms.

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101	49	**Annexure-3 Eligibility Criteria Declaration Point No. c** **Eligibility Criteria:** c. The Turnover of the Bidder should be minimum Rs. 5 Crores per year during last three financial years (i.e. 2013-2014,2014-15, 2015-16) **Documents to be Submitted:** The Bidder must submit audited balance Sheet for last 3 Years (i.e. 2013-2014, 2014-15, 2015-16).	if you can revise the Turnover Eligibility clause from Minimum Rs.5 Crs to Average Rs.2 Crs for the financial years 13-14, 15-16, and 16-17, it would help.	**Eligibility Criteria is modified as under:** c. The Turnover of the Bidder should be minimum Rs. 5 Crores per year during last 2 financial years (i.e. 2014-15, 2015-16) **Documents to be Submitted:** The Bidder must submit audited balance Sheet for last 3 Years (i.e. 2013-2014, 2014-15, 2015-16).
102	49	**Annexure-3 Eligibility Criteria Declaration Point No. g** **Eligibility Criteria:** g. The proposed e-Learning Software Systems (e-LSS) should be Indian cloud based or on-premises based. **Documents to be Submitted:** i. In case Bidder is authorized Dealer, Bidder should provide the Certificate from the OEM. ii. In Case Bidder is OEM, an undertaking by the Bidder has to be provided.	Is this mandatory?	Bidder has to comply with RFP terms.
103	49	**Annexure-3 Eligibility Criteria Declaration Point No. c** **Eligibility Criteria:** c. The Turnover of the Bidder should be minimum Rs. 5 Crores per year during last three financial years (i.e. 2013-2014,2014-15, 2015-16) **Documents to be Submitted:** The Bidder must submit audited balance Sheet for last 3 Years (i.e. 2013-2014, 2014-15, 2015-16).	a) Kindly request to relax the condition for MSME units to participate in the tender as per Government of India Notication (Policy Circular No. 1(2)(1)/2016-MA Dated 10th March,2016) Relaxation of Norms for Startups and Micro & Small Enterprises in Public Procurement on Prior Experience - Prior Turnover criteria. b) Request to change the turnover criteria to **Rs. 2 Crores per year for MSME units**	**Eligibility Criteria is modified as under:** c. The Turnover of the Bidder should be minimum Rs. 5 Crores per year during last 2 financial years (i.e. 2014-15, 2015-16) **Documents to be Submitted:** The Bidder must submit audited balance Sheet for last 3 Years (i.e. 2013-2014, 2014-15, 2015-16).

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Point No. c | **Eligibility Criteria:**
c. The Turnover of the Bidder should be minimum Rs. 5 Crores per year during last three financial years (i.e. 2013-2014, 2014-15, 2015-16)

Documents to be Submitted:
The Bidder must submit audited balance Sheet for last 3 Years (i.e. 2013-2014, 2014-15, 2015-16). | **Request to modify the clause as follows:**
The turnover of the Bidder should be a minimum of Rs. 2 Crores per year during last three financial years. (i.e.2013 -14, 2014-15, 2015-16).The turnover for MSE bidders shall be as per Government of India guidelines issued by Ministry of Micro, Small & Medium Enterprises. | **Eligibility Criteria is modified as under:**
c. The Turnover of the Bidder should be minimum Rs. 5 Crores per year during last 2 financial years (i.e. 2014-15, 2015-16)

Documents to be Submitted:
The Bidder must submit audited balance Sheet for last 3 Years (i.e. 2013-2014, 2014-15, 2015-16). |
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Point No. e | **Eligibility Criteria:**
e. The Bidder should have supplied e-Learning Software Systems (e-LSS) in at least One Government Department / Public Sector Unit/ Schedule Commercial Banks/IITs/IIMs/IIITs/Universities in India.

Documents to be Submitted:
Bidder should submit Copy of Purchase Order/reference Letter to this effect. | a) Kindly request to relax the condition for MSME units to participate in the tender as per Government of India Notication (Policy Circular No. 1(2)(1)/2016-MA Dated 10th March,2016) Relaxation of Norms for Startups and Micro & Small Enterprises in Public Procurement on Prior Experience - Prior Turnover criteria.
b) **Request to modify the clause as follows:** The bidder should have supplied e-Learning Software Systems (e-LSS) / **Any Software Application** in at least One Government Department / Public Sector Unit / Scheduled Commercial Banks / IITs/ IIMs/IIITs/Universities in India | Bidder has to comply with RFP terms. |