

**Amendment-2 to "RFP 06/2017-18 Dated 07/07/2017 for Supply, Implementation and Support for e-Learning Software System, Content Development and Hosting Services in Canara Bank"**

It is decided to amend the following in respect of the above RFP:

**a. Submission & Opening of Bid - Clauses 22.2 and 23.1 (Page No. 24 & 25) & Sl. no.7 and 8 (Page No. 2)**

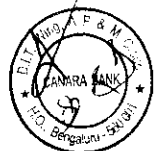
Events	Existing	Amended
	Time & Date	Time & Date
Last Date of Submission of Bids	07/08/2017, Monday upto 3.00 PM	14/08/2017, Monday upto 3.00 PM
Date and time of Opening of Part A-Conformity to Eligibility Criteria.	07/08/2017, Monday, 3.30 PM	14/08/2017, Monday, 3.30 PM

Sl. No.	Page No.	Clause No.	Existing	Amended
b.	49	Annexure-3 Eligibility Criteria Declaration Point No. c	<b>Eligibility Criteria:</b> 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) <b>Documents to be Submitted:</b> The Bidder must submit audited balance Sheet for last 3 Years (i.e. 2013-2014, 2014-15, 2015-16).	<b>Eligibility Criteria:</b> 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) <b>Documents to be Submitted:</b> The Bidder must submit audited balance Sheet for last 3 Years (i.e. 2013-2014, 2014-15, 2015-16).
c.	58-68	<u>Annexure-10</u>	Functional Requirement of E-Learning Software Systems	Amended Functional Requirement of E-Learning Software Systems is attached.

**d. Payment terms: Clause 49 (Page No.35)**

50.1 Payment schedule will be as under:

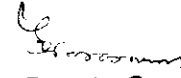
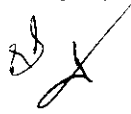
Sl. No.	Payment Stages	Existing Clauses		Amended Clauses	
		Percentage of Payment	Condition/Remarks	Percentage of Payment	Condition/Remarks
a.	Application Software (Corporate License) and customization	50%	Delivery of customized version of application software to UAT and on submission of Invoice and proof of Delivery for corporate license	50%	Delivery of customized version of application software to UAT and on submission of Invoice and proof of Delivery for corporate license
b.	Implementation	30%	After roll out of entire solution to the all the identified Branches and after Acceptance by the Bank.	30%	After roll out of entire solution and after Acceptance by the Bank
c.	Warranty	10%	10% of the total cost shall be paid only after completion of 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.	period of one year 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	The amount shall be payable quarterly in arrears

All the other Instructions and Terms & Conditions of the above RFP remain unchanged.  
Please take note of the above Amendments while submitting your response to the subject RFP.

Date: 05/08/2017  
Place: Bengaluru

  
Deputy General Manager  




Amended Annexure-10

Functional Requirement of E-Learning Software Systems

**Note:**

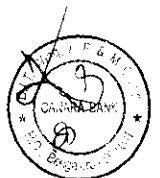
1. The Bidder shall specifically mention the make and model of the items offered for all the requirements in terms of RFP without fail, failing which the Bid is liable for rejection.
2. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.
3. The Bidder shall provide all other required equipments and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

**Functional Requirement of e-Learning Software System:**

Sl. No.	APPLICATION FUNCTIONAL REQUIREMENTS A:AVAILABLE in the offered solution, B:Will be Provide as Customization, C:Feasible ( YES ' Y' / NO 'N')		A (Y/N)	B (Y/N)	C (Y/N)
	<b>A</b>	<b>User Interface and General</b>			
1.	1	Does the system allow the ability to create multiple groups of users, sub-groups and allow users to be members of multiple groups and sub-groups in any combination?			
2.	2	Does the system allow the ability to create separate "domains" - with their own content, resources, catalogs or any combination of those?			
3.	3	Does the system allow the ability to customize branding, navigation, look & feel, etc. for each domain? This ability must be via configuration settings (and not customization). Client must be able to configure this without any need for vendor assistance.			
4.	4	Does the system provide the ability to create custom home page and other portal page designs based on target populations?			
5.	5	System should support HTML, Code view, CSS (Cascading Style Sheets) with WYSIWYG interface.			
6.	6	System should allow catalogs to be searched in a variety of ways e.g. by code, by title or any part of the title, any part of description, category, course or event type, other client- defined keywords/ criteria etc.			
7.	7	System should allow events and activities to be searched in a variety of ways e.g.by code, by title or any part of the title, any part of description, category, and other client-defined clearly stating limitations on this feature. keywords/criteria etc.			
8.	8	System should provide a calendar per user showing events including ILT events), assignments, tasks, etc. User should be able to configure (personalize) the calendar.			
9.	9	System should allow development and integration of content and interfaces via 3rd party tools			
10.	10	System should allow integration of packaged content from 3rd party providers.			
11.	11	System should allow users to create their own home page without requiring technical assistance. User's home page should be able to automatically display the user's full name.			



12.	12	System should have the ability to automatically personalize messages that it generates i.e. insert learner name, organization etc.			
13.	13	System should provide a "staging/ preview" feature where portal page designs are developed and evaluated prior to releasing to the production environment.			
14.	14	System should be modular to allow implementation of certain functionality for certain groups or domains of users. It should also allow easy addition or removal of functionality.			
15.	15	Does the system allow learners to be registered and un-registered by all of the methods below? Learner (self- registration); Supervisor for registrant; Administrator; Instructor, via a batch file import.			
16.	16	Does the system automatically enroll a user for mandated assigned learning and provide notifications. System must be able to do this for individuals as well as groups, by job type and job code.			
17.	17	Does the system provide the ability to specify due dates for course completion and notify the user in advance of a deadline? Does the system allow the Client to specify.			
18.	18	Does the system allow many-to-many relationship between student and class/event?			
19.	19	Does the system allow customizable title and description for each course and event?			
20.	20	Does the system permit limits to be placed on number of registrants for any class/event?			
21.	21	Does the system automatically wait list any registrant if no seats are available?			
22.	22	Does the system allow the Administrator/Trainer to turn wait-listing ON/OFF?			
23.	23	Does the system allow the registrant to decline a wait-list opportunity and/or to be removed from a wait list?			
24.	24	Does the system provide the ability to create sign-in sheets with customizable fields?			
25.	25	The proposed System should be able to create multiple courses with multiple types of Digital Content.			
26.	26	In the existing system there are mainly 2 types of SCORM compatible Digital Content available namely e-Lessons (60 Minutes duration) and e-Capsules or Short Duration Lessons (15 minutes) As soon as a user registers to the portal, Default Access to all these content is available to the users. However, access restriction, if any, will be specified separately. The proposed System should support the above functionality			
27.	27	In the existing System each Digital Content (e-Lessons, e- Capsule, e- Library etc.,) is classified into verticals (Subjects) and the proposed System should have the facility to maintain the Classification details.			
28.	28	In the existing System each Digital Content (e-Lessons, e-Capsule, e- Library etc.,) is identified by the Author Organization unit who has provided the content and the proposed system should have the facility maintain the Author Organization details			



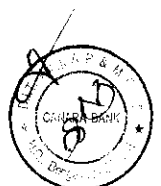
29.	29	In the existing System each Digital Content (e-Lessons, e-Capsule, e-Library etc.) is reviewed at periodic intervals (Once in 3 months or as and when decided by the Bank) by the respective SMEs and the Reviewed/Updated Date is being maintained / updated (as Last Reviewed / Last Updated). The proposed system should have the facility to support the feature.			
30.	30	In the existing System each Digital Content (e-Lessons, e-Capsule, e-Library etc.) ID, Name, Developed by, Status (accessed information), Duration , Date upload, Date Last reviewed along with Serial number is displayed and the proposed system should have the facility to display these details. The proposed system should have the Sorting option on all of the displayed fields			
31.	31	System should be able to create Multiple courses with a set of Lessons and corresponding Tests			
32.	32	System should allow to define a Lesson/Test as a part of multiple courses and if a user attempts/completes a Lesson in any of the course then the status should be shown same across the courses (for ex: If a user access a Lesson in any of the given course the same status of book marking etc., should be available across the courses for that lesson)			
33.	33	System should have a search tool within a course to list the Lessons / Tests match the search criteria			
34.	34	The System should display the latest accessed Lesson / Test by default (date of access in descending order)			
35.	35	The System should be able to create Course and Sub-courses within a Course. Same Lesson / Test may be available in one or more sub-courses			
36.	36	The System should have the facility to accept "Feedback" from the user on Courses / Lessons / Tests & Assessments/ Quizzes/ Portal Functions / Layout etc., The Feedback form should be customizable by the Bank. A user may submit any Number of Feedback per Topic/Item and this should be done through parameter setting (Only once or more) System should have a facility to generate an Individual / Consolidated report on the feedback			
37.	37	The System should allow to make a Lesson "INACTIVE" and corresponding "Test" should be made "INACTIVE" in all the courses (where the Lesson is appearing) If the user is already completed the Test, then It should be counted for TOP "N" List, however, to be shown as "INACTIVE" An "INACTIVE" test should not be available to the user of re-take / re-attempt.			
	B	<b>Built-in SCORM (Sharable Courseware Object Reference Model) 2004 Importer</b>			
38.	1	Does the system support SCORM 1.2 and 2004>			
39.	2	Client can import AICC and SCORM based external content (courses).			
40.	3	System should allow imported Sharable Content Objects to be used to create new courses.			
41.	4	System should provide a built-in SCO Management Tool			
42.	5	System should not limit the number of courses and events that it can contain/ maintain/ support. If there are limits, please describe those and how they work.			
43.	6	System should have a built-in SCORM debugger			
	C	<b>Built-in WBT (Web-Based Training), Course Creator/Editor Tool, Content Authoring</b>			
44.	1	Does the system support web based training?			



45.	2	Does the system provide a built-in Web-based tool to create courses and content?			
	D	<b>Instructor-led Training (ILT), Curriculum Resource Management, Scheduling</b>			
46.	1	Does the system provide the ability to set up, manage and support a Multi-campus / multi-classroom environment?			
47.	2	Does the system provide the ability to maintain inventory of resources (e.g. projectors, white boards etc)?			
48.	3	Does the system provide the ability to link resources and classrooms?			
49.	4	System should provide ability to create and maintain instructor profiles.			
50.	5	System should provide the ability to manage, view and report on individual assets as well as classroom setups.			
51.	6	System should allow assets, events, courses to be grouped by category.			
52.	7	System should also allow courses to be grouped by training objectives, by competency and by topic.			
53.	8	System should have the ability to print catalogs (e.g. for mass mailing, by a user etc)			
54.	9	System should have a built-in capability to check for and provide alerts for scheduling conflicts.			
55.	10	System should allow specification of occupancy limits for classrooms.			
56.	11	System should allow administrator to override class size/occupancy limits for classrooms as well as for any training.			
57.	12	System should check registrations for a class against occupancy limit and alert when limit reached.			
58.	13	System should enforce the occupancy limit - therefore wait list extra registrants. System should allow this feature to be turned ON/ OFF for any class or event.			
59.	14	System should provide user-definable fields for unique ILT properties			
60.	15	System should provide the ability to link one or multiple online course surveys to any event or class or course (including ILT events).			
61.	16	Does the system allow the ability to separately specify times/days for individual sessions in a multi-session event as well as to specify one time/day for the entire event?			
62.	17	Does the system allow sessions to be linked to locations, assets, instructors, etc?			
	E	<b>Personalized Learning Experience</b>			
63.	1	Does the system allow learners to launch self-paced WBT?			
64.	2	System should support bookmarks for self-paced WBT.			
65.	3	System should provide a calendar for a user showing events including ILT events), assignments, tasks, etc. User should be able to configure (personalize) the calendar.			
66.	4	System should provide the ability for a user to link to an event (e.g. launch self- paced WBT) from their home page or calendar.			
67.	5	System should allow student to enter and track course notes online			
68.	6	System should maintain a grade book for each user. This should be updated automatically for grades obtained within the system and also should allow manual updates (by instructor and supervisor) for grades obtained outside the system.			



F		Support for Supervisors/Managers			
69.	1	Does the system provide the ability to specify that registration requests require supervisor approval?			
70.	2	System should provide a calendar for a Supervisor showing their staff's training schedule.			
71.	3	System should provide the ability to allow Supervisor to view staff's training calendar.			
G		Built-in Digital Asset Management			
72.	1	Does the system, at a minimum, support all of the following file types: PowerPoint, Word, Excel, Adobe Acrobat, Adobe/ Macromedia Flash, JPEG, MP3, MP4, Windows Media			
73.	2	System should supports digital asset "search".			
74.	3	System should support custom asset meta-tagging, keywords, search and ability to view where any given asset (or group of assets) is used throughout the system.			
75.	4	System should provide asset version control and roll-back.			
76.	5	System should support custom hierarchical folders.			
H		Built-in Reports, Data Export			
77.	1	Does the system provide pre-created standard reports as well as templates for reports?			
78.	2	Pre-created standard reports should include at least but not limited to: a. course progress per student, b. student progress per course, c. Who attended, d. Who did not attend-ability to break down by subcategories of choice e. Who has not registered, f. No show by class, g. Who did not complete a course whether ILT or eLearning, h. Who did not complete and why it is incomplete, i. Dropouts, j. Classes attended/skills attained k. Learner assessments and surveys l. Certification status, missed deadlines			
79.	3	System should allow standard reports to be cloned and customized.			
80.	4	System should have a scheduling function for reports to be run at specified times/dates and in repetitive patterns.			
81.	5	System should allow reporting via 3rd party ad-hoc reporting tools Vendor must provide relevant database details to allow client this ability.			
82.	6	System should support export of data and reports to Excel, PDF, text, and XML.			

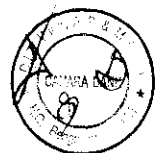


83.	7	System should have a facility to provide a report generation tool (The proposed tool can be out of the application using a report server) and access to this tool is allowed only to the designated users of the Bank. Some of the reports are. Some of the reports are a. List of Employees completed/ not completed a given number of tests (the number of tests shall be a parameter) b. within a period (Start date: End date) c. based on Branch code d. Based on a Group e. For an identified lesson or a group of Lessons f. Given feedback for a lesson / course g. Number of attempts made for a completing test h. Highest number of tests / lessons completed by an employee (group wise details) i. Most active TOP 'N' Lessons / Tests in a given period j. Number of employees / registrations added / retired during a month k. Number of New Registrations done for a given date l. Grouping of Employees data for ex: based on Branch /Designation /Location /Role /Category (These classification details are available with employee data) m. List of completed courses by an user (The report should list the newly created course also if the user had already passed the tests in a newly created course)			
	1	<b>Built-in Certificates and Collaboration tools</b>			
84.	1	Does the system allow learners to print completion certificates?			
85.	2	Does the system link certificates of completion to individual self-paced WBT, ILT?			
86.	3	System should allow instructors to create and schedule custom e-mail messages for students and permit attachments with the			
87.	4	System should provide a mechanism for real-time synchronous built-in chat that can be open access or moderated.			
88.	5	System should allow threaded discussion boards (forums) that can be open access or moderated			
89.	6	System should have the ability to open any given chat and discussion boards to all learners or only specific learners			
90.	7	Specify all the informal learning, collaboration capabilities of your system.			
91.	8	System should allow the ability to update certificates and maintain version control/rollback.			
92.	9	System should provide the ability to upload and store digitized signatures related to specific courses which it would then automatically print onto the completion certificates for that course.			
93.	10	System should allow client to specify that copies of completion certificates are to be automatically sent to designated recipients (e.g. HR, supervisor, etc.) and should allow the feature to be turned ON/OFF.			
94.	11	The system should have the facility to generate "Course Completion Certificate" on completion of each sub-course by the user.			
95.	12	The system should be able to display the same status for a Lesson / Test across the courses if a user completes a Lesson / Test in any one of the course (wherever the Lesson / Test is appearing)			





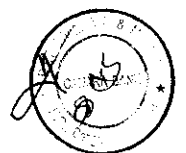
	J	Administrative Functionality			
96.	1	System should have a Built-in "password help" feature to allow for "forgot my password" (retrieval), "reset/change my password" functionality			
97.	2	System must have the ability to specify an expiry period for user passwords and should force a change of password on expiry. System must provide advance email alerts to users about impending password expiry.			
98.	3	Users may be assigned manually as well as via a data import into groups and/or sub-groups.			
99.	4	System should allow the creation of unique roles with tailored permissions in addition to standard, pre-defined roles. Specify what level of granularity is available in roles and hierarchy of roles			
100.	5	System should provide administrative segregation between domains - the ability to restrict admin access across domains or to allow it in any desired combination.			
101.	6	System should have the ability to track training portal interaction for each user (page views, time online, courses complete, % complete, etc.).			
102.	7	Specify the audit trails that are available in your system including what kind of data is kept in the audit trail. Also describe what can be turned ON/OFF and at what level.			
103.	8	System should allow expiry dates to be specified for user accounts as well as restrictions on login days and times.			
104.	9	System should have extra fields that can be configured as user-defined field for properties of users, and subsequently included within standard or customized reports.			
105.	10	System should have a facility to register user into the portal Prior to registration. System should validate the users details provided by the Bank and allow only authorized users to register into the portal. System should provide a default role to the registered users as defined by the Bank			
106.	11	System should have the facility to encrypt the login credentials (User id & Password) submitted by the user during the process of transmission as per the Information systems security standards (while validating the user details)			
107.	12	System should allow the user to Change the password only after validating the old password and adhere to the password criteria specified by the Bank			
108.	13	System should force the user change the password after using the "Password reset / Forgot Password" function			
109.	14	System should force the user to have a strong Password Construction Password should be Minimum length, Should not be a part of user ID, Should have Spl Characters etc.,			
110.	15	System should support automated feature to reset password function "Password Reset / Forgot Password". System should validate the user credentials (User ID, DOB, Employee Number, Registered email ID (Primary or alternate) and send the Password to the email ID of the user			
	K	System Implementation Integration			
111.	1	System can be integrated with automated data import or export with 3rd party HRMS, and other systems (e.g. EMS)			
112.	2	System should integrate with external SMTP mail system.			
113.	3	System should support and integrate via LDAP.			
114.	4	System should have the ability to send meeting notices for classes and events to registrants - as well as cancellation notices when class/event is cancelled and/or registration is cancelled.			



115.	5	System should allow the notification feature to be turned ON or OFF for any function either globally as well as by domain as well as by groups of users as well as an individual user.			
116.	6	Specify the standard programming architecture used in your system.			
117.	7	All training types can be scheduled as "events" with start and end dates.			
118.	8	System should allow seat reservation for any event or class. Reservations can be overall for the event or for specific user or user groups etc.			
119.	9	System should send an automatic e-mail notification to registrant when registered for learning activities.			
120.	10	System should also allow for an automated e-mail (copy) to be sent to registrant's supervisor/manager about the registration status.			
121.	11	System automatically send the notification via an alternate method (e.g. SMS) if email address is not available. Please specify other alternate methods also, if any.			
122.	12	System should be able to send an automatic e-mail (or alternate notification) to registrant when wait listed.			
123.	13	For all notifications: System should allow client to define the content of each notification.			
124.	14	System should allow the ability to set registration open/close dates.			
125.	15	System should provide the ability to update registrant status (dropped, no show, complete). It should do this automatically as well as allow manual updates.			
126.	16	System should allow the ability to attach scanned images of completed attendance sheets to the course.			
127.	17	System should automatically check whether registrant meets prerequisites. What the system can do if pre-requisites are not met.			
128.	18	System should allow learner the option to "challenge" a course and take the test directly without going through the course. Client should have the ability to turn this ON/OFF for any given course.			
129.	19	System should have the ability to send automatic reminder notices, at least 72 hours in advance of training.			
130.	20	System should allow client to set time period of advance notice and also turn the function ON/OFF			
131.	21	System should have the ability to create interest lists (so that client can set up training based on demand).			
132.	22	System should allow a user to browse a catalog without logging in.			
133.	23	System should have a facility to display customized message to the user on successful registration. An automated mail also to be sent to the registered mail id of the user.			
134.	24	System should not allow the user to register / access into the portal if the user is not authorized to register. (Authorized users details will be provided by the Bank at monthly intervals). System should allow to upload authorized users of the Bank ( HRMS / employee details will be provided) Prior to upload, the Employee details must be validated against the criteria specified by the Bank.			



135.	25	The user to Registration or Login into the portal should be controlled through a Flag setting ( Eligible to Register / Eligible to Login Status "Y / N") Change of Flag setting "Status Y or N" should be allowed programmatically and Auditing of the Change activity to be available The Audit records should have the details of Changed Record, Previous status, Current Status, Changed on , Changed by etc., A report should be made available (for a given record / period) Access to this program should be available only to the designated users Grant / Revoke options for allowing access to the program should be made available and these activities to be recorded through the audit module			
136.	26	System should have a restriction to login to only one session at any given point of time. Multiple login by a single user should not be allowed If a user found to be into the application, The system should identify already logged user instances, if any, and Caution the user by displaying message to close the other sessions with relevant options. System should accept the user input ( Y/N ) and act accordingly based on the input given by the user			
137.	27	System should have facility to provide a Login lite page & Regular page with an option to select the type of access user desires. The contents needs to be displayed for Login lite page shall be provided by the Bank			
138.	28	System should display the users Last successful and unsuccessful login details after the successful login.			
	L	<b>Authoring</b>			
139.	1	System should provide a built-in Graphical (WYSIWYG) designing tool			
140.	2	System should provide a built-in Code view (HTML) designing tool			
141.	3	System should support designing WBT with 3rd party tools			
142.	4	System should allow courses to be archived and retrieved later for subsequent use/re-use.			
143.	5	System should allow multiple content authors to contribute to developing a single course.			
144.	6	Courses are fully HTML-based and support links to external URLs.			
145.	7	System must support voice content and its delivery.			
146.	8	System must support video content and delivery via standard streaming			
	M	<b>Training Assignments</b>			
147.	1	System should allow instructor the ability to grade individual assignments and provide a free-form field for comments.			
148.	2	System should allow instructor to create individual and group assignments			
149.	3	System should allow files to be attached to assignments			
150.	4	System should show assignments in student's calendar in the system.			
151.	5	System should allow learners to submit assignments into the system - and alert instructor when that happens.			
	N	<b>Built-in Assessment/Survey/Test Engine</b>			
152.	1	System should allow client to create question and answer pools with built-in online tools.			
153.	2	System should allow questions/ answers to be used to create tests, self-evaluations, course and instructor and facility evaluations etc. in any combination.			



154.	3	System should support multiple-choice, True/False, Fill-in-the-Blank, free response, essay type questions (and answers) in any combination for a test or survey.			
155.	4	System should support pre, post, and in-line tests and surveys that can be used repeatedly.			
156.	5	System should provide a built-in assessment "wizard" tool for creating tests quickly and easily			
157.	6	System should allow images and other digital assets to be linked to questions			
158.	7	System should allow time limits to be set for assessments/tests.			
159.	8	System should have the ability to randomize questions from a pool to make a test.			
160.	9	System should be able to randomize questions both at the time the test is administered (real time) as well as to create a test in advance.			
161.	10	System should be able to auto grade and display results to learner			
162.	11	System should limit number of attempts allowed for a test.			
163.	12	Client should be able to define the attempt limit for each test/course			
164.	13	System should have the ability to specify a minimum passing score			
165.	14	System should have the ability to create and conduct training surveys (to assess need and demand).			
166.	15	System should provide the ability to create learner training needs assessments for an individual.			
167.	16	System should have the ability to randomize answer order for multiple choice questions.			
168.	17	System should have the ability to provide feedback on questions e.g. a reference to where the answer may be found or tips			
169.	18	System should provide the ability to display test results in learner's grade book.			
170.	19	System should have a built-in tool to analyze results of training needs assessments.			
171.	20	System should have the facility to create Multiple quizzes and allow access only to the specified users			
172.	21	System should have a facility to set the pass% and display Grades (A, B, C) based on the %age criteria. The grades to be displayed are based on the %age of Marks scored by the user.			
173.	22	System should have a user activity Dash Board. The Dash board should display the user status in comparison with peers (Leader Board)			
174.	23	System should support visually challenged people (Software, Navigation etc.,)			
175.	24	System should have the facility to store the logged in users for every 5 minutes and Generate report maximum & minimum concurrent users at specified interval.			
176.	25	The proposed application should have the facility to Manage Downtime Non-availability (Scheduled / Un-scheduled) of the Production portal. The Bidder should present a plan to manage the above situations and provide resource requirements, if any for the same			
177.	26	System should have the facility to log the system administration activities. System should have a feature to view the logged details and generate reports on system administration activities.			

Date

Signature with seal

Name :

Designation :

