

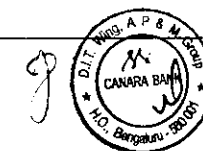
Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	M/s Stratbeans Consulting Private Limited	2	<u>BID SCHEDULE</u>	<u>Documents to be submitted physically by Bidder</u> <ul style="list-style-type: none"> <li>• Tender Fee (DD)</li> <li>• DD/Bank Guarantee for EMD</li> <li>• Pre Contract Integrity Pact (duly signed)</li> <li>• Acknowledgement issued by e-tendering system</li> </ul>	Please specify the last date for the submission	Bidder has to Comply with RFP terms.
2	M/s Adobe Systems India Pvt Ltd.	2	<u>BID SCHEDULE</u>	Last Date for Submission of Bid	Looking at the complexity of the bid, request to please extend the same by a month so that we have sufficient time to submit the bid.	Bidder has to Comply with RFP terms.
3	M/s Sify Technologies Ltd.	9	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System (LMS):</u>	The Bidder should be in a position to provide a complete e-Learning Application software - LMS. The proposed Application should support minimum 5000 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 LMS should have privilege to restrict or permit access to selected users to selected options.	With scalability needs, how the licensing costs needs to be factored ?	The increase in number of concurrent users may happen once in a while. The billing may be done accordingly in that period for the cloud usage only.
4	M/s HPE Education Services	9	<u>6. Participation Methodology:</u>	6.1. In a tender either the Partner/Distributor/System Integrator on behalf of the OSM or OSM 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.	Bidder has to comply with RFP terms.
5	M/s HPE Education Services	9	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System (LMS):</u>	The Bidder should be in a position to provide a complete e-Learning Application software - LMS. The proposed Application should support minimum 5000 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 LMS 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 5,000 to 10,000?	Bidder has to comply with RFP terms.
6	M/s HPE Education Services	9	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System (LMS):</u>	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.	Request you to please specify the Bank's HRMS package.	PeopleSoft



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7	M/s Manipal Technologies Ltd.	9	<u>6. Participation Methodology:</u>	<p>6.1. In a tender either the Partner/Distributor/System Integrator on behalf of the OSM or OSM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.</p> <p>6.2. If a Partner/Distributor/System Integrator bids on behalf of the OSM, the same Partner/Distributor/Network Integrator shall not submit a bid on behalf of another OSM in the same tender for the same item/product.</p> <p>6.3. If any product of Original Software Manufacturer (OSM) is being quoted in the tender, the OSM cannot bid for any other OSM's product in the same tender.</p> <p>6.4. In the event Partner/Distributor/System Integrator fails in their obligations to provide the product updates (including management software updates and new product feature releases) within 30 days of release/announcement, the OSM should assume complete responsibility on behalf of the partner/distributor/System Integrator to provide the same to the bank at no additional cost to the bank and will directly install the updates and any new product releases at the Bank's premises. To this effect Bidder should provide a dealer/distributor certificate as per Annexure-10.</p>	Are you allowing consortiums to participate? Or should it only authorized reseller with OEMs.	No
8	M/s Adobe Systems India Pvt Ltd.	9	<u>7. Requirement Details</u>	Requirement Details	We have a solution which is offered as SAAS in Annual Subscription. Request to please ammend the pricing table so that a SAAS offering pricing can be accomodated.	Pricing table can't be amended.
9	M/s Sify Technologies Ltd.	10	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System (LMS):</u>	8.1.2. The LMS 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.	Which HRMS bank uses ? What are the data points that needs to be captured and shared with HRMS ? Active director or LDAP	PeopleSoft. Details will be shared with the succesful bidder
10	M/s Sify Technologies Ltd.	10	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System (LMS):</u>	8.1.5. Apart from the above the LMS 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 LMS should have access through intranet and internet.	When its is on cloud hosted model, how in intranet the application will function ?	Bidder should comply to RFP Terms and Conditions.



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11	M/s Sify Technologies Ltd.	10	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System</u> <u>(LMS):</u>	8.1.8. The LMS should have the mobile version of the application and should be made accessible on Mobile phones, tablets and palm top devices.	Can the application be accessed in mobile browser or a dedicated app is required ?	Dedicated Mobile App is required.
12	M/s Sify Technologies Ltd.	10	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System</u> <u>(LMS):</u>	8.1.11. The solution should provide the following additional features for collaboration 8.1.11.2. News: Display custom news content from dynamic online sources	Need clarity on why news content needs to specifically be inside the LMS ?	Important Announcements should be scrolling in the LMS.
13	M/s Tata Consultancy Services	10	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System</u> <u>(LMS):</u>	8.1.5. Apart from the above the LMS 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 LMS should have access through intranet and internet.	The Bidder wants to understand if Intranet access is mandatory? Since the Bank has asked for a cloud based platform, will only Internet access would work for the Bank?	Bidder should comply to RFP Terms and Conditions.
14	M/s Tata Consultancy Services	10	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System</u> <u>(LMS):</u>	8.1.11. The solution should provide the following additional features for collaboration : 8.1.11.2. News: Display custom news content from dynamic online sources	The Bidder wants to understand if this is a reference to RSS feed or any other link to a news site.	Important Announcements should be scrolling in the LMS.
15	M/s Tata Consultancy Services	10	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System</u> <u>(LMS):</u>	8.1.11. The solution should provide the following additional features for collaboration : 8.1.11.6. Online meeting: Provide video conferencing, movie casting, instant messaging, shared whiteboard, shared desktop.	The Bidder wants to understand if the bank will provide the online meeting module that the Bidder will integrate or should the Bidder provide the module inbuilt.	Bidder to provide the module inbuilt.
16	M/s Tata Consultancy Services	10	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System</u> <u>(LMS):</u>	8.1.2. The LMS 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 Bidder can provision active directory to be maintained in Canara bank HRMS solution while providing access to the employees in the proposed Bidder's solution. User profile definition can be configured as per banks requirement. Please define the fields which may be asked to modify during integration.	Basic fields like email Id, Address, Telephone Number,
17	M/s Tata Consultancy Services	10	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System</u> <u>(LMS):</u>	8.1.6. The LMS should also effectively handle any 3rd party courseware, which may or may not be SCORM compliant. The LMS should support secure access of the content through HRMS / SAS.	Please define: a. Format of content for indicating compatibility for our proposed solution. b. Source of content where it will be hosted for indicating whether access can be built or not	a. Bidder should comply to RFP Terms and Conditions.



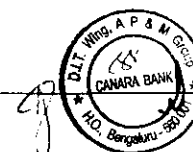
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18	M/s HPE Education Services	10	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System (LMS):</u>	8.1.2. The LMS should provide facility to maintain user profile independently and/ or integrated with Bank's HRMS package. When integrated with HRMS, there should be a facility to modify selected fields in user profile.	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.	Bidder should comply to RFP Terms and Conditions.
19	M/s HPE Education Services	10	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System (LMS):</u>	8.1.3. The LMS should have facility to send customized SMS/ email alerts to the users as per requirements. The administrator of LMS should have facility for fixing course/lesson wise time frames for completion.	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, the solution shall be integrated with Bank's SMS and e-Mail gateway.
20	M/s GP Strategies Corporation	10	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System (LMS):</u>	8.1.6. The LMS should also effectively handle any 3rd party courseware, which may or may not be SCORM compliant. The LMS should support secure access of the content through HRMS / SAS.	Could you please mention the list of third party courseware to support? Currently our LMS support both SCORM or Non SCORM.	Bidder should comply to RFP Terms and Conditions.
21	M/s GP Strategies Corporation	10	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System (LMS):</u>	8.1.8. The LMS should have the mobile version of the application and should be made accessible on Mobile phones, tablets and palm top devices.	Whether you are looking for Mobile APP or Mobile friendly where the LMS can be able to access and responsive to the Device resolution.	Both. LMS should be mobile friendly and separate App to be developed
22	M/s GP Strategies Corporation	10	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System (LMS):</u>	8.1.10. The vendor has to host and manage the contents which are in the form of e-lessons, capsules / nuggets which will be provided by the Bank.	Are you looking for any data posting from CD offline to online portal integration for tracking results?	No
23	M/s Sify Technologies Ltd.	11	<u>8. Scope of Work</u> <u>8.2. Integration &amp; interfaces</u>	8.2.1. The selected bidder has to work with Bank's Digital Library/Intranet/Mobile App portal of the bank for integration. 8.2.2. 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.	Need clarity on the applications with which LMS needs to integrate	Details will be shared with the successful bidder
24	M/s Tata Consultancy Services	11	<u>8.2. Integration &amp; interfaces:</u>	8.2.2. 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.	Request the Bank to elaborate on the existing workload as explained in this clause. Also kindly elaborate on new workloads.	Details will be shared with the successful bidder



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25	M/s Tata Consultancy Services	11	<u>8. Scope of Work</u>	<p><b>8.1. e-Learning Management System (LMS):</b> 8.1.12. The bidder should offer the cloud managed services in the Bank's name. Hence, the ownership of the cloud and the data lies with the Bank. The cloud model should be SaaS. The recurring cost towards cloud usage and cost towards managed services if any shall be borne by the Bank.</p> <p><b>8.6. Software &amp; Hardware Requirements:</b> The system should be a cloud hosted model. All details of software &amp; 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. Bidder need to set up cloud architecture along with a managed service. Cloud storage and data ownership should be in the name of the Bank.</p>	<p>1. The bidder will offer a cloud-based LMS in a Software-as-a-Service (SaaS) model. 2. The service will be completely setup, configured, operated, upgraded and managed by the bidder. 3. The above service will be hosted on the bidder's Infrastructure in India. 4. The service would be accessible through a secure domain owned by Canara Bank. The bank's learners would be able to access the LMS through: "https://learning.canarabank.com" 5. The data maintained in the above Canara Bank service instance would belong to Canara Bank. 6. The cloud-based service will integrate with Canara Bank's AD/ SAML-based authentication system to provide Singl-Sign-On (SSO).</p> <p>Will the above proposal meet the expectations of clauses 8.1.12, and 8.6?</p>	Yes
26	M/s Tata Consultancy Services	11	<u>8. Scope of Work</u> <u>8.2. Integration &amp; interfaces:</u>	<p>8.2.1. The selected bidder has to work with Bank's Digital Library/Intranet/Mobile App portal of the bank for integration. 8.2.2. 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.</p>	Please elaborate on the details of the 3rd party tools to be integrated. As only one cost of support for customisation is to be quoted, it is not possible to estimate for work before knowing the details.	Details will be shared with the successful bidder
27	M/s Tata Consultancy Services	11	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System (LMS):</u>	8.1.10. The vendor has to host and manage the contents which are in the form of e-lessons, capsules / nuggets which will be provided by the Bank.	Please define scope of managed services. Is it limited to hosting in a Table of content (TOC) format all relevant courses provided by the bank or will it also involve periodical changes to this TOC and new course material hosting.	Needs Periodical Changes



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28	M/s Tata Consultancy Services	11	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System (LMS):</u>	8.1.11. The solution should provide the following additional features for collaboration : 8.1.11.1. Announcements: Post current, time-critical information.	Please elaborate time critical information	Current News and Announcements with timelines
29	M/s Tata Consultancy Services	11	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System (LMS):</u>	8.1.11. The solution should provide the following additional features for collaboration : 8.1.11.2. News: Display custom news content from dynamic online sources	As this platform is a secured access, providing a dynamic content like a newsfeed is not recommended. The Bidder request for removal of this clause.	Bidder to comply with RFP Terms and Conditions
30	M/s Tata Consultancy Services	11	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System (LMS):</u>	8.1.11. The solution should provide the following additional features for collaboration : 8.1.11.6. Online meeting: Provide video conferencing, movie casting, instant messaging, shared whiteboard, shared desktop.	The Bidder request that this point be reconsidered. Proposed LMS platform can provide feature to integrate with any web meeting client (such as vidyo) which has these features such as online meeting, sharing screens etc. Request the Bank to modify the clause as below if applicable- Facility to enable Online meeting by having integration with 3rd party provider: with fetatures of video conferencing, movie casting, instant messaging, shared whiteboard, shared desktop.	Bidder to comply with RFP Terms and Conditions
31	M/s Tata Consultancy Services	11	<u>8. Scope of Work</u>	8.1.12. The bidder should offer the cloud managed services in the Bank's name. Hence, the ownership of the cloud and the data lies with the Bank. The cloud model should be SaaS. The recurring cost towards cloud usage and cost towards managed services if any shall be borne by the Bank.	The Bidder proposes the clause to be changed as any vendor having its source code will also position his own cloud for running the proposed application. The ownership of the data however will remain with the Bank.	Bidder to comply with RFP Terms and Conditions
32	M/s Tata Consultancy Services	11	<u>8. Scope of Work</u>	<u>8.6. Software &amp; Hardware Requirements:</u> The system should be a cloud 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. Bidder need to set up cloud architecture along with a managed service. Cloud storage and data ownership should be in the name of the Bank.	Please elaborate on the details of these functionalities.	Bidder to comply with RFP Terms and Conditions



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33	M/s HPE Education Services	11	<u>8. Scope of Work</u> <u>8.5. Training:</u>	<p>8.5.1. The bidder has to provide training for the proposed solution from OEM directly at their training centre in Bangalore.</p> <p>8.5.2. Bidder has to provide training to the admin users of the Bank.</p> <p>8.5.3. Duration should not be less than 5 days.</p> <p>8.5.4. Bidder has to arrange the onsite-classroom training with workstations and required necessary amenities to facilitate the training.</p> <p>8.5.5. Trainer should be well experienced and must have industry certification.</p> <p>8.5.6. Location of the training must be in Bangalore only.</p> <p>8.5.7. After successful completion of training, participants must be eligible to participate for the respective certifications exam, if any.</p> <p>8.5.8. Bidder should provide the training material and hand-on during the training.</p>	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.	Bidder to comply with RFP Terms and Conditions
34	M/s HPE Education Services	11	<u>8. Scope of Work</u>	<p><u>8.6. Software &amp; Hardware Requirements:</u> The system should be a cloud hosted model. All details of software &amp; 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. Bidder need to set up cloud architecture along with a managed service. Cloud storage and data ownership should be in the name of the Bank.</p>	It is unclear as to what is the scope around Lecture Capture System, Screen-Flow 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	Details will be shared with the successful bidder
35	M/s Manipal Technologies Ltd.	11	<u>8. Scope of Work</u> <u>8.5. Training:</u>	<p>8.5.5. Trainer should be well experienced and must have industry certification.</p> <p>8.5.6. Location of the training must be in Bangalore only.</p>	Can you please specify the industry certification the bank is referring to: - For Trainer - For Participants	Any industry-prevalent certification will be sufficient

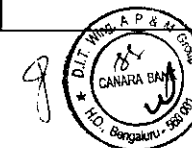


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36	M/s Manipal Technologies Ltd.	11	<u>8. Scope of Work</u>	<u>8.6. Software &amp; Hardware Requirements:</u> The system should be a cloud hosted model. All details of software & hardware system requirements should be specifically mentioned with respect 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. Bidder need to set up cloud architecture along with a managed service. Cloud storage and data ownership should be in the name of the Bank.	Are the hardware like Web camera and Handwriting tablets and solutions like Lecture capture system, Screen flow capture system be procured and supplied by bidder?  Or the bidder is only required to provide the software and hardware specifications for the bank to purchase? Please clarify	Bidder is required to provide the software and hardware specifications for the bank to purchase
37	M/s GP Strategies Corporation	11	<u>8. Scope of Work</u> <u>8.1. e-Learning Management System (LMS):</u>	8.1.12. The bidder should offer the cloud managed services in the Bank's name. Hence, the ownership of the cloud and the data lies with the Bank. The cloud model should be SaaS. The recurring cost towards cloud usage and cost towards managed services if any shall be borne by the Bank.	How many total users will be registered initially?	Registered users to be around 45000. Concurrent users maximum of 5000 and scalable to 10000
38	M/s GP Strategies Corporation	11	<u>8. Scope of Work</u>	<u>8.4. Restricted Access:</u> Data download option should be enabled on the discretion of administrator. LDAP/AD verification for user access to be provided. User-wise/Time-wise content access restriction facility for the administrator.	What are the different data formats and list of data expecting us to enable for Administrator?	Details will be shared with the successful bidder
39	M/s GP Strategies Corporation	11	<u>8. Scope of Work</u> <u>8.5. Training:</u>	8.5.1. The bidder has to provide training for the proposed solution from OEM directly at their training centre in Bangalore.	Assuming that Travel and accommodation can include it in the proposal as additional.	Bidder has to comply with RFP terms
40	M/s GP Strategies Corporation	11	<u>8. Scope of Work</u> <u>8.5. Training:</u>	8.5.5. Trainer should be well experienced and must have industry certification.	Can you please provide more details on Industry certification? Mention if there is specific certification	Any industry-prevalent certification will be sufficient
41	M/s GP Strategies Corporation	11	<u>8. Scope of Work</u>	<u>8.6. Software &amp; Hardware Requirements:</u> The system should be a cloud 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. Bidder need to set up cloud architecture along with a managed service. Cloud storage and data ownership should be in the name of the Bank.	Can you please clarify on Hand writing tablets requirements in more detail? Are you looking for us to arrange it on our end?	Bidder is required to provide the software and hardware specifications for the bank to purchase





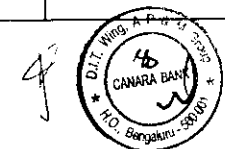
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42	M/s Tata Consultancy Services	12	<u>8. Scope of Work</u> <u>8.13. Project Completion and Management:</u>	8.13.1. For smooth completion of project the Bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.	The Bidder wants to understand if this representative need to be in Bangalore at the Bidders location for implementation and rest support can be managed online or does the representative need to be positioned at the Bank's Bangalore location full time.	Bidder has to comply with RFP terms
43	M/s Tata Consultancy Services	12	<u>8. Scope of Work</u>	<u>8.7. Internet Bandwidth Requirements:</u> 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.	<p>1. Is the existing 256 kbps network shared with other applications? E,g, is it also used for email, Internet access, and for Core Banking Solution?</p> <p>2. On such a 256 kbps network, what would be the total number of users using different applications - email/ Internet/ Core Banking/ LMS etc?</p> <p>3. On such a 256 kbps network, of the total number of users how many would be using the new LMS at the same time? This info is needed to establish if the 256 kbps bandwidth is sufficient.</p>	Almost all the Branches now have 1-2 Mbps. However, the solution should work properly in 256 kbps also.
44	M/s HPE Education Services	12	<u>8. Scope of Work</u>	8.11. The above e-Learning Management System (LMS) 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 Management System (LMS) 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	45,000 employess shall use the solution, with around 5000 concurrent users.
45	M/s HPE Education Services	12	<u>8. Scope of Work</u>	<u>8.12. Bidder Requirements:</u> 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 has to comply with RFP terms



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46	M/s HPE Education Services	12	<u>8. Scope of Work</u>	<b>8.12. Bidder Requirements:</b> 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	Bidder has to comply with RFP terms
47	M/s Adobe Systems India Pvt Ltd.	12	<u>8. Scope of Work</u>	8.12. 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.	We will have one of our authorised resellers submitting the bid and representing us. They will not own the IP.	Bidder has to comply with RFP terms
48	M/s GP Strategies Corporation	12	<u>8. Scope of Work</u>	<b>8.12. Bidder Requirements:</b> 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.	We are using open source and fully customized solution as per requirements. Whether this is allowed?	Canara Bank should have absolute right on the solution. Copyright issue should not arise. However, the solution should be based on the latest technology to meet future needs.
49	M/s Tata Consultancy Services	14	<u>13. Submission of Bids Through E-Tendering Portal:</u> <u>13.2. Rules for Web Portal Access:</u>	13.2.1. Bidder should be in possession of Class II or Class III Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders may use Digital Certificates issued in the name of individuals upon submission of authorization certificate from the company for the same to the e-tendering service provider and prior approval from Bank officials. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to Bank.	The Bidder requests the Bank to elaborate on this point.	Bidder to contact the e solution provider- M/s abcprocure.
50	M/s Stratbeans Consulting Private Limited	15	<u>13. Submission of Bids Through E-Tendering Portal:</u> 13.3. Information for Online Participation	Information for online participation	weblink unable to open for new registration	Bidder to contact the e solution provider- M/s abcprocure.
51	M/s Tata Consultancy Services	18	<u>14. Tender Fee:</u>	14.1. This document can be downloaded from following websites <a href="http://canarabank.com/english/announcements/tenders">http://canarabank.com/english/announcements/tenders</a> , <a href="http://tenders.gov.in">http://tenders.gov.in</a> & <a href="https://canarabank.abcprocure.com">https://canarabank.abcprocure.com</a> . In that event, the bidders should pay the Tender Fee as specified in Bid Schedule for tender document by means of DD drawn on any scheduled Commercial Bank in favour of Canara Bank, payable at Bengaluru and submit the same as per clause (14.5).	There seems to be no Clause 14.5. Request the Bank to provide the Clause 14.5	Please read the clause 14.5 as 13.5



Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
52	M/s Tata Consultancy Services	18	<u>15. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD:</u>	15.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) as specified in Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank In India in favour of Canara Bank, payable at Bengaluru and should submit the same as per clause (14.5).	There seems to be no Clause 14.5. Request the Bank to provide the Clause 14.5	Please read the clause 14.5 as 13.5
53	M/s HPE Education Services	23	<u>25. Bidders Presentation /Site Visits / Product Demonstration/POC:</u>	25.3. The Bank at its discretion may call for providing of Proof of Concept (PoC) of proposed solution at the site mutually agreed.	By POC does the Bank mean a demonstration as part of the presentation or does this involve creating and providing a limited access to the customer for a specified duration for evaluation purposes?	Bidder has to comply with RFP terms
54	M/s knolskape	28	<u>35. Government of India Guidelines On Purchase Preference: 35.1. Procurement through Micro &amp; Small Enterprises [MSEs]:</u>	35.1.5. MSEs are also exempted from paying Application fee/cost & EMD.	Confirming: MSEs are exempted from paying any application fee or EMD?	Bidder has to comply with RFP terms
55	M/s HPE Education Services	28	Security Deposit/Performance Bank Guarantee	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
56	M/s Tata Consultancy Services	29	<u>40. Supply, Implementation &amp; Commissioning and Acceptance:</u>	40.2. Bidder has to install the customized solution within 2 weeks from the date of acceptance of the order.	The Bidder requests the Bank to increase the time period for installation of the customized solution from 2 weeks to minimum 6 weeks.	Bidder to comply with RFP Terms and Conditions



Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
57	M/s Tata Consultancy Services	29	<u>40. Supply, Implementation &amp; Commissioning and Acceptance:</u>	40.2. Bidder has to install the customized solution within 2 weeks from the date of acceptance of the order.	As there will be no bidder with 100 percent fitment in their existing proposed solution, there will be a need to enhance solution thereby making the two week window difficult to implement. The Bidder proposes the clause to be changed as, "Bidder has to install the customized solution within a mutually decided upon timeline from the date of acceptance of the order . "	Bidder to comply with RFP Terms and Conditions
58	M/s HPE Education Services	29	<u>40. Supply, Implementation &amp; Commissioning and Acceptance:</u>	40.1. Bank shall provide the address and contact details for delivery of required software items for implementation of Solution while placing 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 and Conditions
59	M/s HPE Education Services	29	<u>40. Supply, Implementation &amp; Commissioning and Acceptance:</u>	40.2. Bidder has to install the customized solution within 2 weeks from the date of acceptance of the order.	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 and Conditions
60	M/s HPE Education Services	29	<u>41. Integration &amp; Interfaces:</u>	41.1. The selected bidder has to work with Bank's Digital Library/ Intranet portal/mobile application Platform for integration.	Kindly specify which Digital Library Platform the Bank uses and what is the nature of integration required	Necessary details shall be shared with selected bidder
61	M/s Manipal Technologies Ltd.	29	<u>40. Supply, Implementation &amp; Commissioning and Acceptance:</u>	40.2. Bidder has to install the customized solution within 2 weeks from the date of acceptance of the order.	Basis the customization requirements of bank, We request the bank to extend the installtion timeline to 4 weeks. Or Bank can extend the option to implement the core product within 3 weeks of acceptance of order and the rest customized features in phases that can be mutually agreed upon.	Bidder to comply with RFP Terms and Conditions



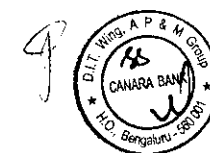
Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
62	M/s Tata Consultancy Services	30	<u>42. Security:</u>	42.3. The Bank may conduct security audit in the proposed solution after complete implementation.	The Bidders wants to understand who will be responsible for the Audit and who will pay for the same.	Bank will conduct audit and pay for it.
63	M/s HPE Education Services	30	<u>44. Uptime:</u>	44.1. 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 to comply with RFP Terms and Conditions
64	M/s Tata Consultancy Services	31	<u>45. Penalties/Liquidated Damages:</u> <u>45.2. Penalties / Liquidated Damages for not maintaining uptime:</u>	45.2.2. The maximum penalty levied shall not be more than the 50% of AMC/ATS amount (Plus GST) payable for that Year.	The Bidder requests the Bank to reduce the penalty, as 50% of AMC/ATC payable for the year is very high.	Bidder to comply with RFP Terms and Conditions
65	M/s HPE Education Services	31	<u>45. Penalties/Liquidated Damages:</u>		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 to comply with RFP Terms and Conditions



Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
66	M/s HPE Education Services	31	<u>45. Penalties/Liquidated Damages:</u>	<u>45.1. Penalties/Liquidated damages for delay in Delivery and Installation of Hardware and Software:</u> 45.1.1. Non-compliance of the Supply, installation, integration and implementation as per clause (40.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in Supply, installation, Configuration and Implementation per week or part thereof, on the invoice value (exclusive of Taxes). However, the total Penalty/LD to be recovered under this clause 45.1.1 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).	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 to comply with RFP Terms and Conditions
67	M/s HPE Education Services	31	<u>45. Penalties/Liquidated Damages:</u>	<u>45.2. Penalties / Liquidated Damages for not maintaining uptime:</u> 45.2.2. 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 to comply with RFP Terms and Conditions
68	M/s knolskape	32	<u>47. Payment Terms:</u>		As there will be utilization of several resources from bidders end, in this light, can an advance invoicing of 30% feasible at the time of signing the contract?	No
69	M/s HPE Education Services	32	<u>47. Payment Terms:</u>		As the bidder is already providing PBG of 10% of the TCV for this entire opportunity which would include Bidder's warranty obligations	Bidder has to comply with RFP terms
70	M/s HPE Education Services	32	<u>47. Payment Terms:</u> <u>47.1. Payment schedule will be as under:</u>		Bidder request to change the payment milestone as: a. Application 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



Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
71	M/s HPE Education Services	32	<u>47. Payment Terms:</u>		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
72	M/s HPE Education Services	32	<u>47. Payment Terms:</u>		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
73	M/s HPE Education Services	32	<u>47. Payment Terms:</u>		We request to pay the invoices within 30 days of invoicing.	Bidder has to comply with RFP terms
74	M/s HPE Education Services	33	<u>48. Order Cancellation/Termination of Contract:</u>	48.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: 48.1.1. Delay in delivery beyond the specified period for delivery. 48.1.2. Serious discrepancies noted in the items delivered. 48.1.3. Breaches in the terms and conditions of the Order.	Bidder requests that Bank provides the Bidder a cure period of 30 days to remedy any defaults before cancelling any Purchase Order. Further, Bidder requests that the Bidder be paid for all services performed through the termination period.	Bidder has to comply with RFP terms
75	M/s HPE Education Services	34	<u>51. Training:</u>		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.	Please refer clause no. 8.5 and 51.



Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
76	M/s HPE Education Services	38	<u>57. Indemnity:</u>		<p>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</p>	Bidder has to comply with RFP terms
77	M/s HPE Education Services	38	58. 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.	<p>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.</p>	Bidder has to comply with RFP terms

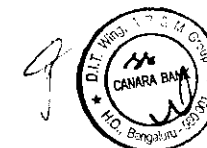




Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
78	M/s Sify Technologies Ltd.	39	<b>61. Insurance:</b>	The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the e-Learning Management System. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of e-Learning Management System.	Since the LMS needs to be hosted on cloud, what's the need for hardware and its subsequent insurance.	Not Applicable. The same has to be covered in SLA between solution provider and cloud service provider.
79	M/s Tata Consultancy Services	46	<b>Annexure-2 Eligibility Criteria Declaration</b>	<b>Eligibility Criteria:</b> e. The proposed e-Learning Software Systems (e-LSS)/LMS solution should have been supplied (not necessarily by the Bidder) to at least one Government Department / Public Sector Unit / Schedule Commercial Banks /IITs/IIMs/IIITs/Universities/MNCs in India. <b>Documents to be submitted:</b> Bidder should submit Copy of Purchase Order/reference Letter to this effect.	The Bidder wants to understand if one of the MNC can be the parent company of the vendor.	Bidder has to comply with RFP terms
80	M/s MGRM Net Limited	46	<b>Annexure-2 Eligibility Criteria Declaration</b>	<b>Eligibility Criteria:</b> e. The proposed e-Learning Software Systems (e-LSS)/LMS solution should have been supplied (not necessarily by the Bidder) to at least one Government Department / Public Sector Unit / Schedule Commercial Banks /IITs/IIMs/IIITs/Universities/MNCs in India. <b>Documents to be submitted:</b> Bidder should submit Copy of Purchase Order/reference Letter to this effect.	MGRM is well experienced for the product asked to implement and we have successfully implemented and maintaining same solution for more than 1200 Govt. and private schools  So we request your esteemed institution to consider our experience of e-learning from reputed schools and allow us to participate in the RFP	Bidder has to comply with RFP terms



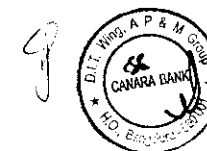
Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
81	M/s Manipal Technologies Ltd.	46	<u>Annexure-2 Eligibility Criteria Declaration</u>	<p><b>Eligibility Criteria:</b> g. The Bidder should have implemented e-Learning Software Systems in atleast two Government Department / Public Sector Unit / Schedule Commercial Banks /IITs/IIMs/IIITs/Universities/MNCs in India.</p> <p><b>Documents to be submitted:</b> Proof of document to this effect by way of Purchase Order/s in their name. Or Satisfactory working certificate / reference letter from the respective organizations.</p>	We would request to allow Bidder/OEM implementations of elearning software systems in at least two government departments/public sector units/schedule commercial banks/ IITs IIMs/Universities and MNCS IN India	Bidder has to comply with RFP terms
82	M/s MGRM Net Limited	46	<u>Annexure-2 Eligibility Criteria Declaration</u>	<p><b>Eligibility Criteria:</b> g. The Bidder should have implemented e-Learning Software Systems in atleast two Government Department / Public Sector Unit / Schedule Commercial Banks /IITs/IIMs/IIITs/Universities/MNCs in India.</p> <p><b>Documents to be submitted:</b> Proof of document to this effect by way of Purchase Order/s in their name. Or Satisfactory working certificate / reference letter from the respective organizations.</p>	<p>MGRM is well experienced for the product asked to implement and we have successfully implemented and maintaining same solution for more than 1200 Govt. and private schools</p> <p>So we request your esteemed institution to consider our experience of e-learning from reputed schools and allow us to participate in the RFP</p>	Bidder has to comply with RFP terms
83	M/s Adobe Systems India Pvt Ltd.	46	<u>Annexure-2 Eligibility Criteria Declaration</u>	<p><b>Eligibility Criteria:</b> f. The proposed e-Learning Software Systems (LMS) should be Indian cloud based or on-premises based.</p> <p>The bidder should set up the cloud infra and manage services in the Bank's name. Hence, the ownership of the data lies with the Bank.</p> <p><b>Documents to be submitted:</b> In Case Bidder is authorized Dealer, Bidder should provide the Certificate from the OEM. Or In Case Bidder is OEM, an undertaking by the Bidder has to be provided.</p>	We have one of the best new age learning management solutions, this is hosted on Amazon Web Services. We do not charge anything for the data storage or cloud services other than the LMS which is charged Year on Year on Subscription basis. We have our data centers in the US and Europe. Atmost impotance is given to data security. Request to consider our offering and allow us to participate in the RFP.	Data has to be stored within India. Bidder to comply with RFP terms.



Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
84	M/s Tata Consultancy Services	47	<u>Annexure-2 Eligibility Criteria Declaration</u>	<p><b>Eligibility Criteria:</b> g. The Bidder should have implemented e-Learning Software Systems in atleast two Government Department / Public Sector Unit / Schedule Commercial Banks /IITs/IIMs/IIITs/Universities/MNCs in India.</p> <p><b>Documents to be submitted:</b> Proof of document to this effect by way of Purchase Order/s in their name. Or Satisfactory working certificate / reference letter from the respective organizations.</p>	The Bidder requests the number be reduced from 2 to 1 and if the MNC's can also include international MNC's or institutes.	Bidder has to comply with RFP terms
85	M/s Stratbeans Consulting Private Limited	52	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<p><b>A. User Interface and General</b> 2. Does the system allow the ability to create separate "domains" - with their own content, resources, catalogs or any combination of those?</p>	Please elaborate this requirement with examples	System should allow the ability to create Sub-domains/Virtual directories based on various content.
86	M/s Tata Consultancy Services	52	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<p><b>A. User Interface and General</b> 2. Does the system allow the ability to create separate "domains" - with their own content, resources, catalogs or any combination of those?</p>	The Bidder requests the Bank to elaborate on what the Bank means by "domains"?	System should allow the ability to create Sub-domains/Virtual directories based on various content.
87	M/s Stratbeans Consulting Private Limited	53	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<p><b>A. User Interface and General</b> 13. System should provide a "staging/ preview" feature where portal page designs are developed and evaluated prior to releasing to the production environment.</p>	Please elaborate this requirement with examples	Staging/UAT environment should be there for viewing the portal page designs as and when developed and before moving to live environment



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88	M/s Stratbeans Consulting Private Limited	53	<u>Annexure-7</u> <u>Technical Specifications</u> <u>for e-Learning</u> <u>Management System</u> A. Functional Requirement of e-Learning Software System:	<u>A. User Interface and General</u> 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.	Does this mean look and feel of the home page for individual uses or Creating profile, Password change , avatar etc? Please clarify with examples.	Yes
89	M/s Stratbeans Consulting Private Limited	53	<u>Annexure-7</u> <u>Technical Specifications</u> <u>for e-Learning</u> <u>Management System</u> A. Functional Requirement of e-Learning Software System:	<u>A. User Interface and General</u> 20. Does the system provide the ability to create sign-in sheets with customizable fields?	Please specify the fields required in the sign in sheet with examples	Necessary details shall be shared with selected bidder
90	M/s Tata Consultancy Services	53	<u>Annexure-7</u> <u>Technical Specifications</u> <u>for e-Learning</u> <u>Management System</u> A. Functional Requirement of e-Learning Software System:	<u>A. User Interface and General</u> 9. System should allow development and integration of content and interfaces via 3rd party tools	Please elaborate on which 3rd party tools will be used	Integration with 3rd party platform like Net Banking, CBS, Mobile Banking and HRMS. More details will be shared with successful bidder.
91	M/s Tata Consultancy Services	53	<u>Annexure-7</u> <u>Technical Specifications</u> <u>for e-Learning</u> <u>Management System</u> A. Functional Requirement of e-Learning Software System:	<u>A. User Interface and General</u> 10. System should allow integration of packaged content from 3rd party providers.	Please elaborate on the format types of the packaged content	Details will be shared with the successful bidder



Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
92	M/s Tata Consultancy Services	53	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>A. User Interface and General</u> 20. Does the system provide the ability to create sign-in sheets with customizable fields?	Please further elaborate on this clause and what extra sign in fields are required	Necessary details shall be shared with selected bidder
93	M/s Manipal Technologies Ltd.	53	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>A. User Interface and General</u> 9. System should allow development and integration of content and interfaces via 3rd party tools	Please clarify, the content development tools which bank may intend to integrate with eLearning system.  We believe, the cost of licenses for such tools to be integrated will be borne by bank respectively.	Integration with 3rd party platform like Net Banking, CBS, Mobile Banking and HRMS. More details will be shared with successful bidder.
94	M/s Sify Technologies Ltd.	55	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>D. Instructor-led Training (ILT), Curriculum Resource Management, Scheduling</u> 13. 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? 14. Does the system allow sessions to be linked to locations, assets, instructors, etc?	Statement not complete	Bidder has to comply with RFP terms
95	M/s Tata Consultancy Services	55	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>B. Built-in SCORM (Sharable Courseware Object Reference Model) 2004 Importer</u> 4. System should provide a built-in SCORM Management Tool	The Bidder requests to understand the function of the SCORM management tool.	Solution should be SCORM compliant. The bidder to comply.



Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
96	M/s Tata Consultancy Services	55	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>B. Built-in SCORM (Sharable Courseware Object Reference Model) 2004 Importer</u> 6. System should have a built-in SCORM debugger	The Bidder requests to understand the function of the SCORM debugger.	Solution should be SCORM compliant. The bidder to comply.
97	M/s Tata Consultancy Services	55	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>B. Built-in SCORM (Sharable Courseware Object Reference Model) 2004 Importer</u> 6. System should have a built-in SCORM debugger	The Bidders platform is full fledged learning management system which supports creation of courses but doesn't support content creation. Request you to edit this clause to reflect the system primarily as a course creation and content management platform	Bidder to comply with RFP terms.
98	M/s Tata Consultancy Services	55	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>D. Instructor-led Training (ILT), Curriculum Resource Management, Scheduling</u> 4. System should provide the ability to manage, view and report on individual assets as well as classroom setups.	Please elaborate on type of assets and classroom setups	Bidder to comply with RFP Terms and Conditions
99	M/s Tata Consultancy Services	55	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>D. Instructor-led Training (ILT), Curriculum Resource Management, Scheduling</u> 5. System should allow assets, events, courses to be grouped by category.	Please elaborate on type of assets	Bidder to comply with RFP Terms and Conditions



Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
100	M/s Sify Technologies Ltd.	56	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> <u>A. Functional Requirement of e-Learning Software System:</u>	<u>E. Personalized Learning Experience</u> 7. System should allow learner to download content, complete the learning offline and then synchronize later with LMS. Describe in detail how this works in your system. What kinds of connections are allowed and the requirements for the remote computer.	Need clarity on the functionalities of the player	The solution should work online/offline. Offline content to be synchronised at a later stage.
101	M/s Stratbeans Consulting Private Limited	56	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> <u>A. Functional Requirement of e-Learning Software System:</u>	<u>E. Personalized Learning Experience</u> 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.	Please specify the fields in a grade book. Define a grade book with examples	Bidder to comply with RFP Terms and Conditions
102	M/s Tata Consultancy Services	56	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> <u>A. Functional Requirement of e-Learning Software System:</u>	<u>E. Personalized Learning Experience</u> 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.	What does grade book refer to? Will percentage grading the users post exam suffice?Is generating a report per user per percentage grading the objective?	Bidder to comply with RFP Terms and Conditions
103	M/s Tata Consultancy Services	56	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> <u>A. Functional Requirement of e-Learning Software System:</u>	<u>E. Personalized Learning Experience</u> 7. System should allow learner to download content, complete the learning offline and then synchronize later with LMS. Describe in detail how this works in your system. What kinds of connections are allowed and the requirements for the remote computer.	Our system comes with offline feature within mobile app for SCORM based course. Hope that will suffice the requirement .Kindlyconfirm. Offline Solution is not available for PC	Bidder to comply with RFP Terms and Conditions

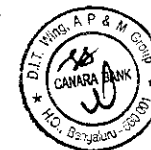


Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
104	M/s Tata Consultancy Services	56	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>G. Built-in Digital Asset Management</u> 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.	Please elaborate on this clause and the type of assets	Bidder to comply with RFP Terms and Conditions
105	M/s Tata Consultancy Services	56	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>G. Built-in Digital Asset Management</u> 4. System should provide asset version control and roll-back.	Please elaborate on this clause	Bidder to comply with RFP Terms and Conditions
106	M/s Tata Consultancy Services	56	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>G. Built-in Digital Asset Management</u> 5. System should support custom hierarchical folders.	Please elaborate on this clause	Bidder to comply with RFP Terms and Conditions. Solution should provide the hierachy in cataloguing of lessons, grades etc.
107	M/s Tata Consultancy Services	57	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>H. Built-in Reports, Data Export</u> 5. System should allow reporting via 3rd party ad-hoc reporting tools Vendor must provide relevant database details to allow client this ability.	Please elaborate on this clause and mention which 3rd party tools will be used	Integration with 3rd party platform like Net Banking, CBS, Mobile Banking and HRMS. More details will be shared with successful bidder.

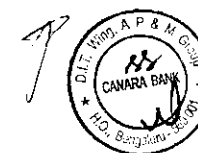




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108	M/s Sify Technologies Ltd.	58	<u>Annexure-7</u> <u>Technical Specifications</u> <u>for e-Learning</u> <u>Management System</u> A. Functional <u>Requirement of e-</u> <u>Learning Software</u> <u>System:</u>	<u>I. Built-in Certificates and Collaboration tools</u> 4. System should provide a mechanism for real-time synchronous built-in chat that can be open access or moderated.	Need clarity on the requirement..	Bidder to comply with RFP Terms and Conditions
109	M/s Tata Consultancy Services	58	<u>Annexure-7</u> <u>Technical Specifications</u> <u>for e-Learning</u> <u>Management System</u> A. Functional Requirement of e- Learning Software System:	<u>I. Built-in Certificates and Collaboration tools</u> 4. System should provide a mechanism for real-time synchronous built-in chat that can be open access or moderated.	Please elaborate on this clause	Bidder to comply with RFP Terms and Conditions
110	M/s Tata Consultancy Services	58	<u>Annexure-7</u> <u>Technical Specifications</u> <u>for e-Learning</u> <u>Management System</u> A. Functional Requirement of e- Learning Software System:	<u>I. Built-in Certificates and Collaboration tools</u> 8. System should allow the ability to update certificates and maintain version control/rollback.	Please elaborate on this clause	Bidder to comply with RFP Terms and Conditions
111	M/s Stratbeans Consulting Private Limited	59	<u>Annexure-7</u> <u>Technical Specifications</u> <u>for e-Learning</u> <u>Management System</u> A. Functional Requirement of e- Learning Software System:	<u>J. Administrative Functionality</u> 5. System should provide administrative segregation between domains - the ability to restrict admin access across domains or to allow it in any desired combination.	Please define domain. With examples to the scenarios	Necessary details shall be shared with selected bidder



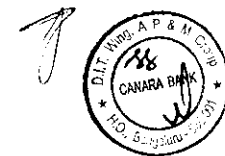
Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
112	M/s Stratbeans Consulting Private Limited	60	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>K. System Implementation Integration</u> 1. System can be integrated with automated data import or export with 3rd party HRMS, and other systems (e.g. EMS)	Please specify the HRMS name	People Soft
113	M/s Tata Consultancy Services	60	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>K. System Implementation Integration</u> 1. System can be integrated with automated data import or export with 3rd party HRMS, and other systems (e.g. EMS)	Please elaborate on this clause, also mention the 3rd party HRMS and other systems being used and provide clarity on the method of data import and export	Integration with 3rd party platform like Net Banking, CBS, Mobile Banking and HRMS. More details will be shared with successful bidder. Further details will be shared with successful bidder.
114	M/s Tata Consultancy Services	60	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>K. System Implementation Integration</u> 2. System should integrate with external SMTP mail system.	Please elaborate on this clause on the type of external SMTP mail system	Necessary details shall be shared with selected bidder
115	M/s Tata Consultancy Services	60	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>K. System Implementation Integration</u> 3. System should support and integrate via LDAP.	Please elaborate on this clause	Necessary details shall be shared with selected bidder



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116	M/s Adobe Systems India Pvt Ltd.	60	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>K. System Implementation Integration</u> 3. System should support and integrate via LDAP.	Would like to know which is the solution used by Bank for LDAP.	Microsoft Active Directory
117	M/s Adobe Systems India Pvt Ltd.	60	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>L. Authoring</u> 1. System should provide a built-in Graphical (WYSIWYG) designing tool	Adobe has the best authoring tools in the world for e-learning but it is desktop based and not part of LMS. However, we have direct upload link to the LMS from the authoring tools.	Bidder to comply with RFP terms
118	M/s Tata Consultancy Services	61	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>K. System Implementation Integration</u> 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.	Please elaborate on this clause, also elaborate whether the seat reservation is restricted to accessing the online course only	Bidder to comply with RFP Terms and Conditions
119	M/s Tata Consultancy Services	61	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>K. System Implementation Integration</u> 21. System should have the ability to create interest lists (so that client can set up training based on demand).	Please elaborate on this clause	Bidder to comply with RFP Terms and Conditions



Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
120	M/s Tata Consultancy Services	61	<u>Annexure-7</u> <u>Technical Specifications</u> <u>for e-Learning</u> <u>Management System</u> A. Functional Requirement of e-Learning Software System:	<u>K. System Implementation Integration</u> 22. System should allow a user to browse a catalog without logging in.	Please elaborate on this clause	The catalogue of the courses to be available in the home page.
121	M/s Sify Technologies Ltd.	62	<u>Annexure-7</u> <u>Technical Specifications</u> <u>for e-Learning</u> <u>Management System</u> A. Functional Requirement of e-Learning Software System:	<u>L. Authoring</u> 1. System should provide a built-in Graphical (WYSIWYG) designing tool	Need clarity on the requirement and functionalities expected	Necessary details shall be shared with selected bidder
122	M/s Tata Consultancy Services	62	<u>Annexure-7</u> <u>Technical Specifications</u> <u>for e-Learning</u> <u>Management System</u> A. Functional Requirement of e-Learning Software System:	<u>L. Authoring</u> 1. System should provide a built-in Graphical (WYSIWYG) designing tool	Please elaborate on this clause	Necessary details shall be shared with selected bidder
123	M/s Tata Consultancy Services	62	<u>Annexure-7</u> <u>Technical Specifications</u> <u>for e-Learning</u> <u>Management System</u> A. Functional Requirement of e-Learning Software System:	<u>L. Authoring</u> 2. System should provide a built-in Code view (HTML) designing tool	Please elaborate on this clause	Necessary details shall be shared with selected bidder



Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
124	M/s Tata Consultancy Services	62	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>L. Authoring</u> 3. System should support designing WBT with 3rd party tools	Please elaborate on this clause	Necessary details shall be shared with selected bidder
125	M/s Tata Consultancy Services	62	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>L. Authoring</u> 6. Courses are fully HTML-based and support links to external URLs.	Please elaborate on this clause	Necessary details shall be shared with selected bidder
126	M/s Tata Consultancy Services	64	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>N. Built-in Assessment/Survey/Test Engine</u> 2. System should support visually challenged people (Software, Navigation etc..)	Is the Bank looking for any specific tool to be integrated with the proposed platform.	Bidder to comply with RFP Terms and Conditions
127	M/s Tata Consultancy Services	64	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>N. Built-in Assessment/Survey/Test Engine</u> 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	It is recommended that a cloud-based product vendor such as The Bidder be allowed to participate in a subscription based model where as a part of vendor responsibility the vendor configures and maintains the product for the entire contract period as this will ensure better control on implementation and operation. Hence, Health check status of the server to be sent periodically by mail. The Bidder proposes a removal of this clause.	Bidder has to comply with RFP terms



Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
128	M/s Tata Consultancy Services	65	<u>Annexure-7</u> <u>Technical Specifications</u> <u>for e-Learning</u> <u>Management System</u> A. Functional Requirement of e-Learning Software System:	<u>O. Security</u> 14. VAPT	Request the Bank to elaborate on this point.	Necessary details shall be shared with selected bidder
129	M/s Tata Consultancy Services	65	<u>Annexure-7</u> <u>Technical Specifications</u> <u>for e-Learning</u> <u>Management System</u> A. Functional Requirement of e-Learning Software System:	<u>O. Security</u> 12. Security Controls advised by CERT-IN,C-DAC,DELOITTE	Can the bank share a link of these Security Controls recommended by CERT-In, C-DAC, Deloitte?	Its available on public domain. Kindly check.
130	M/s Tata Consultancy Services	65	<u>Annexure-7</u> <u>Technical Specifications</u> <u>for e-Learning</u> <u>Management System</u> A. Functional Requirement of e-Learning Software System:	<u>O. Security</u> 15. Cloud architecture assessment report	Can the bank share details of the assessor and a sample/ template of the assessment report?	Necessary details can be obtained from CSP
131	M/s Tata Consultancy Services	65	<u>Annexure-7</u> <u>Technical Specifications</u> <u>for e-Learning</u> <u>Management System</u> A. Functional Requirement of e-Learning Software System:	<u>O. Security</u> 6. The mobile version of LMS should provide integration with Bank's existing mobile app.	Please elaborate on this clause and what type and level of integration is required	Necessary details shall be shared with selected bidder



Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
132	M/s Tata Consultancy Services	65	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>O. Security</u> 9. Health check status of the server to be sent periodically by mail.	It is recommended that a cloud-based product vendor such as The Bidder be allowed to participate in a subscription based model where as a part of vendor responsibility the vendor configures and maintains the product for the entire contract period as this will ensure better control on implementation and operation. Hence, Health check status of the server to be sent periodically by mail. The Bidder proposes a removal of this clause.	Bidder to comply with RFP terms.
133	M/s Tata Consultancy Services	65	<u>Annexure-7 Technical Specifications for e-Learning Management System</u> A. Functional Requirement of e-Learning Software System:	<u>O. Security</u> 11. Rich UI/UX to be designed in consultation with Bank team.	Please elaborate on this clause	Bidder to comply with RFP Terms and Conditions
134	M/s HPE Education Services	67	<u>Annexure-8 Undertaking of Authenticity for Supply, Implementation and Support for e-Learning Management System in Canara Bank</u>		Bidder would like the confidentiality clause provided by Canara Bank (in the RFP and specifically in Annexure 8) with respect to confidentiality to be mutual between the Parties and survive for a period of one year post termination of the Agreement between the Parties	Bidder has to comply with RFP terms
135	M/s HPE Education Services	70	<u>Annexure- 11 Bill of Material</u>		Request an additional table for hosting charges	Bidder has to comply with RFP terms
136	M/s HPE Education Services	80	<u>Appendix-F Pre Contract Integrity Pact</u>		Bidder requests deletion of Fall Clause (Clause 8) in the Integrity Pact.	Bidder has to comply with RFP terms

