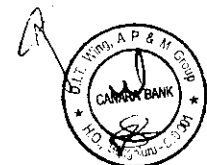
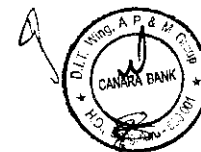


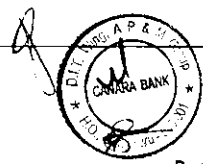
Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	M/s Finitives Learning India Pvt. Ltd.	6	<u>4. Objective</u>	<p>4.1. The Bank proposes of implementing Learning Management System (LMS) which will be hosted in Bank owned cloud. Bank also intends to select a vendor for designing and developing of e-Learning Lessons, e-Capsules/M-Nuggets, animated videos, and live videos which have to be developed in HTML5, or MP4 formats respectively based on the contents provided by the Bank for hosting on the proposed e-Learning portal. The Lessons, capsules, videos will be on various topics related to Banking, Management, Technology, Soft skills, HR and Marketing of Banking products etc. as per the Terms and Conditions, Technical Specifications and Scope of Work described elsewhere in this document.</p> <p>4.2. To facilitate enhancement in knowledge levels & skill sets, Bank proposes to develop contents for use in Desktop & Mobile devices.</p>	<p>4.1 says that Bank proposes of implementing LMS which will be hosted on their own cloud, while in 4.4 it is said that Bank proposes to empanel vendors for Content Development and Hosting services. So, will the content be hosted on Bank's LMS, or our LMS?</p>	<p>Content will be hosted in Bank's LMS</p>
2	M/s Manipal Technologies Ltd.	6	<u>4. Objective</u>	<p>4.1. The Bank proposes of implementing Learning Management System (LMS) which will be hosted in Bank owned cloud. Bank also intends to select a vendor for designing and developing of e-Learning Lessons, e-Capsules/M-Nuggets, animated videos, and live videos which have to be developed in HTML5, or MP4 formats respectively based on the contents provided by the Bank for hosting on the proposed e-Learning portal. The Lessons, capsules, videos will be on various topics related to Banking, Management, Technology, Soft skills, HR and Marketing of Banking products etc. as per the Terms and Conditions, Technical Specifications and Scope of Work described elsewhere in this document.</p>	<p>Should the developed video be integrated into HTML5 to run on LMS? Or should we provide HTML5 output for each developed module, and the same will be shared in the video output also.</p>	<p>Yes. Integegrated in to HTML5</p>
3	M/s Stratbeans Consulting Private Limited	7	<u>6. Document Fee and EMD</u>		<p>What is the last date for the submission of Non-Refundable Document Fees?</p>	<p>Bidder has to comply with EOI terms</p>



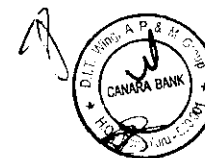
Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
4	M/s CODE AND PIXELS INTERACTIVE TECHNOLOGIES PVT LTD	8	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.2. The course developed should be SCORM (Preferably SCORM 1.2 and SCORM 2004 version) and AICC (Aviation Industry CBT (Computer-Based Training) Committee) compliant. The courses shall also be made available on a CD/DVD version as a standalone course also. This standalone courses should play on flash player. 10.3. The course developed i.e. e-Lessons, e-Capsule/M-Nuggets should have cross platform compatibility (i.e. Android, Windows, Safari, iOS etc.) and also compatible with major browsers (i.e. IE, Mozilla Firefox, Google Chrome, etc.) i.e. it should be accessible on open UI.	Are you looking for Flash Based courses or HTML 5 based courses.	Both. But it should be compatible to run in platforms like Windows browser, Android, Windows mobile, IOS etc
5	M/s Stratbeans Consulting Private Limited	8	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.2. The course developed should be SCORM (Preferably SCORM 1.2 and SCORM 2004 version) and AICC (Aviation Industry CBT (Computer-Based Training) Committee) compliant. The courses shall also be made available on a CD/DVD version as a standalone course also. This standalone courses should play on flash player.	Courses developed should be both SCORM & AICC or any of the two?	Both.
6	M/s Finitatives Learning India Pvt. Ltd.	8	<u>9. De-empanelment of bidders</u>	9.3. If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the vendor when applying for the tenders, the Bank reserves the right to remove such Bidders from the empanelled list without giving any notice to the vendor in advance.	Are there any set criteria to check the quality of the service? If yes, then what are they?	Service related to follow up of time norms, delivery etc.
7	M/s Finitatives Learning India Pvt. Ltd.	8	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.1. Bank proposes to develop and manage approximately 100 course modules for Learning Management System (LMS) on Desktop / PC / Mobiles/Tablets etc. on the topics as decided by the Bank.	What is the overall expected timeline for delivering these 100 modules? Do we have to make sperate courses/designs for Desktop and Mobile users? If yes, then what are the plan for uploading these courses. That is, will all the courses, on all the platforms, be uploaded at the same time? Or will this be done in tranches?	Time line will be fixed after the empanelment of vendors. It will be maximum possible short duration.
8	M/s C&K Management Limited	8	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.1. Bank proposes to develop and manage approximately 100 course modules for Learning Management System (LMS) on Desktop / PC / Mobiles/Tablets etc. on the topics as decided by the Bank.	Please let us know the approximate duration of each course module. How many Minutes / Hours will each course module be on an average?	Based on the lessons it will vary from 15 minutes to 45 minutes



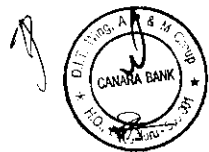
Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
9	M/s Manipal Technologies Ltd.	8	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.1. Bank proposes to develop and manage approximately 100 course modules for Learning Management System (LMS) on Desktop / PC / Mobiles/Tablets etc. on the topics as decided by the Bank.	Is the Bank proposing to develop 100 modules over 3 years or about 100 modules per year?	100 modules in first phase. More lessons are proposed to be developed in phases.
10	M/s Manipal Technologies Ltd.	8	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.2. The course developed should be SCORM (Preferably SCORM 1.2 and SCORM 2004 version) and AICC (Aviation Industry CBT (Computer-Based Training) Committee) compliant. The courses shall also be made available on a CD/DVD version as a standalone course also. This standalone courses should play on flash player.	Do you intend to use flash in mobile as well? It might not work. What is your required output, are you also looking at flash along with html 5?	For mobile based version separate app to be provided by the vendor.
11	M/s Manipal Technologies Ltd.	8	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.1. Bank proposes to develop and manage approximately 100 course modules for Learning Management System (LMS) on Desktop / PC / Mobiles/Tablets etc. on the topics as decided by the Bank.	Are you also looking at developing a proof of concept for the technical presentation?	Bidder has to comply with EOI terms
12	M/s CODE AND PIXELS INTERACTIVE TECHNOLOGIES PVT LTD	9	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.4. The content developed shall have a combination of various features :	10.4.1. For Desktop / PC : a. Level (1) "Standard" showing more of text, graphics, pop ups, user interface, few illustrations animations and background narration. b. Level (2) "Premium" showing minimal text, rich illustrations and animations, embedded video and background narration. These are only the illustrations. 10.4.2. For Tablets / Mobiles and other mobile devices : a. Level (1) "Standard" showing more of text, graphics and user interface on Mobiles / tablets. b. Level (2) "Premium" showing more of text, graphics and user interface on Mobiles / tablets.	It looks like you want both flash and HTML 5 versions. May be few courses in flash and few courses in HTML -5 or you want 2 versions of every course? Flash version and HTML 5 version?	Either HTML 5 or Flash. But it should be compatible to run in platforms like Windows browser, Android, Windows mobile, IOS etc
13	M/s Stratbeans Consulting Private Limited	9	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.4. The content developed shall have a combination of various features :	10.4.1. For Desktop / PC : a. Level (1) "Standard" showing more of text, graphics, pop ups, user interface, few illustrations animations and background narration. b. Level (2) "Premium" showing minimal text, rich illustrations and animations, embedded video and background narration. These are only the illustrations.	Apart from L1 & L2; Content with complexity level as L3/ Gamification/ Simulation will be required?	YES.



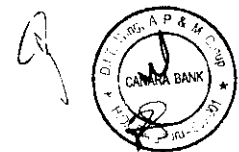
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14	M/s Stratbeans Consulting Private Limited	9	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.4. The content developed shall have a combination of various features :	10.4.2. For Tablets / Mobiles and other mobile devices : a. Level (1) "Standard" showing more of text, graphics and user interface on Mobiles / tablets. b. Level (2) "Premium" showing more of text, graphics and user interface on Mobiles / tablets.	What is the difference between L1 & L2 level content	EOI Clause is modified as under: 10.4.2 b. Level (2) "Premium" showing minimal text, rich illustrations and animations, and background narration. These are only the illustrations.
15	M/s Stratbeans Consulting Private Limited	9	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.7. The vendor should make use of efficient multi-media elements (Animation, videos etc.) such that it uses very low bandwidth when the content is accessed using Wide Area Network (WAN) and low bandwidth internet connection.	low Bandwidth required. what would be the maximum size cap?	minimum bandwidth - 256 kbps; it should support for the minimum bandwidth.
16	M/s Stratbeans Consulting Private Limited	9	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.8. Each course will have inbuilt quiz and tests to check the understanding of the subject at proper intervals. These should be in multiple formats such as multiple choice, drag and drop, fill in the blanks, match the answers, hot spots etc. 5-10 questions randomly should appear to the participant during the course of lesson.	What are Hot-Spot type questions?	Hot spot type questions are where options of answers are shown in a scrambled manner either in a cube, dart board etc.
17	M/s Stratbeans Consulting Private Limited	9	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.12. Widely accepted standards and latest tools shall be used for multimedia content development and features for efficient delivery shall be explored.	Latest tools to be used for multimedia content. Any preferences for the tools?	Bidder to suggest



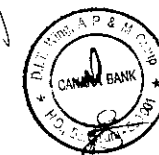
Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
18	M/s Finitatives Learning India Pvt. Ltd.	9	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.4. The content developed shall have a combination of various features : 10.4.1. For Desktop / PC : a. Level (1) "Standard" showing more of text, graphics, pop ups, user interface, few illustrations animations and background narration. b. Level (2) "Premium" showing minimal text, rich illustrations and animations, embedded video and background narration. These are only the illustrations. 10.4.2. For Tablets / Mobiles and other mobile devices : a. Level (1) "Standard" showing more of text, graphics and user interface on Mobiles / tablets. b. Level (2) "Premium" showing more of text, graphics and user interface on Mobiles / tablets.	How many pages of content in document/ PPT format will translate into finished screens at each level- Level 1 & Level 2 for both Desktop/ PC & Tablet/ Mobile version?	It varies from lesson to lesson.
19	M/s Finitatives Learning India Pvt. Ltd.	9	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.5. The selected vendor would employ industry standard practices such as ADDIE (Analysis, Design, Development, Implementation, and Evaluation) model for the development of courses. The duration of the course, format such as graphics, audio, video etc would be decided in mutual consultation with the vendor and the bank.	Is there any standard for this?	No standardised format. During Story board discussion it may be decided.
20	M/s Finitatives Learning India Pvt. Ltd.	9	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.7. The vendor should make use of efficient multi-media elements (Animation, videos etc.) such that it uses very low bandwidth when the content is accessed using Wide Area Network (WAN) and low bandwidth internet connection.	Heavy use of high quality videos in a course will require need of a higher bandwidth. Can we know what the general internet bandwidth is?	minimum bandwidth - 256 kbps; it should support for the minimum bandwidth.
21	M/s Finitatives Learning India Pvt. Ltd.	9	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.13. The course content shall be developed in English and Hindi language.	What are the elements of courses that should be customized per language (i.e. only audio, or audio + text)	All . Both audio and Text
22	M/s Manipal Global	9	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.4. The content developed shall have a combination of various features : 10.4.2. For Tablets / Mobiles and other mobile devices : a. Level (1) "Standard" showing more of text, graphics and user interface on Mobiles / tablets. b. Level (2) "Premium" showing more of text, graphics and user interface on Mobiles / tablets.	Will the consumption of content through mobiles/tablets happen through the LMS launched from a mobile browser or does Canara bank have plans to incorporate a mobile app along with the LMS?	Content will be hosted in LMS and Mobile Application



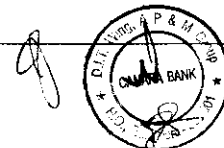
Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
23	M/s Manipal Global	9	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.8. Each course will have inbuilt quiz and tests to check the understanding of the subject at proper intervals. These should be in multiple formats such as multiple choice, drag and drop, fill in the blanks, match the answers, hot spots etc. 5-10 questions randomly should appear to the participant during the course of lesson.	Should the scores of the check your understanding quizzes also be tracked by the LMS? Do we have requirements for assessments at the end of the course?	Yes
24	M/s Manipal Global	9	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.12. Widely accepted standards and latest tools shall be used for multimedia content development and features for efficient delivery shall be explored.	Will the travel also mean working from Canara bank office for an extended duration of time?	Bidder has to comply with EOI terms
25	M/s Manipal Global	9	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.13. The course content shall be developed in English and Hindi language.	Will the courses be developed in English and Hindi in parallel or will the English course be developed first which can then be translated?	Initially in English only. Hindi version to be developed in due course.
26	M/s Stratbeans Consulting Private Limited	10	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.16. E-learning Content Development:	10.16.1. Content Development Specifications: b. Take on all aspects of production, including integrating text, developing graphics (images and animations) and other content creating a user interface and associated tools, coding and final assembly into a functional product for e-learning content. Also, take on all aspects of creating graphics, animation for animated videos and conducting live shoots, editing and post production for live videos.	Any specific Location for Capturing Live shoots?	Probable location is Bangalore.
27	M/s Stratbeans Consulting Private Limited	10	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.16. E-learning Content Development:	10.16.1. Content Development Specifications: c. The content should be compliant with accessibility guidelines (for differently abled people) and may be offered as an OPTIONAL item.	Content type required for differently abled(defect type?) learners?	Separate lessons will be developed for Visually challenged (More of audio) and Hearing impaired (more of text and video)



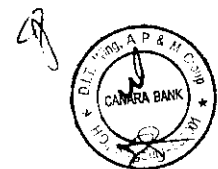
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28	M/s Finitatives Learning India Pvt. Ltd.	10	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.16. E-learning Content Development:	10.16.1. Content Development Specifications: c. The content should be compliant with accessibility guidelines (for differently abled people) and may be offered as an OPTIONAL item.	What do we mean by 'Maybe offered as an optional item'?	Separate lessons will be developed for Visually challenged (More of audio) and Hearing impaired (more of text and video)
29	M/s Finitatives Learning India Pvt. Ltd.	10	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.16. E-learning Content Development:	10.16.1. Content Development Specifications: e. The courseware to be developed should be interactive and have graphics to text, video, audio, animation etc. in the form of charts, graphs and pictorial representations and game based e-learning content overall. The modules should have an option of voice-over on/off in case candidates would like to use the options. The courseware developed should be portable on any standard E-LMS (Learning Management System) and also should run independently on any standard browser.	Should run independently? Are we talking about CD/DVD based e-lessons or that they should run without any LMS as well?	Yes.
30	M/s Manipal Technologies Ltd.	10	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.16. E-learning Content Development:	10.16.1. Content Development Specifications: b. Take on all aspects of production, including integrating text, developing graphics (images and animations) and other content creating a user interface and associated tools, coding and final assembly into a functional product for e-learning content. Also, take on all aspects of creating graphics, animation for animated videos and conducting live shoots, editing and post production for live videos.	Does conducting live video shoot imply capturing of live lecture sessions (conducted at Canara Bank) and integrated into e-learning module if required?	Yes
31	M/s Manipal Technologies Ltd.	10	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.16. E-learning Content Development:	10.16.1. Content Development Specifications: g. Compliance with the guidelines issued by BANK from time to time with respect to the GUI and navigation functionalities.	Will the basic brand information be shared by the Bank for template design? Example, fonts, logo, color instructions for background/ template design.	Yes. Will be shared with successful bidder



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32	M/s Manipl Technologies Ltd.	10	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.1. Bank proposes to develop and manage approximately 100 course modules for Learning Management System (LMS) on Desktop / PC / Mobiles/Tablets etc. on the topics as decided by the Bank.	What is the approximate duration of the lessons that the bank is looking at?	Based on the lessons it will vary from 15 minutes to 45 minutes
33	M/s Manipl Global	10	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.16. E-learning Content Development:	10.16.1. Content Development Specifications: e. The courseware to be developed should be interactive and have graphics to text, video, audio, animation etc. in the form of charts, graphs and pictorial representations and game based e-learning content overall. The modules should have an option of voice-over on/off in case candidates would like to use the options. The courseware developed should be portable on any standard E-LMS (Learning Management System) and also should run independently on any standard browser.	If the course is made to run independently on the browser, then tracking the scores/building bookmarking feature, etc. will involve separate architecture. Need a little bit of more clarity on this if this is the requirement.	When it runs on standard browser, It does not require tracking.
34	M/s Manipl Global	10	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.16. E-learning Content Development:	10.16.1. Content Development Specifications: f. Modification/updation of the e-Lessons and e-Capsules from time to time by the Bidder or by the Bank. g. Compliance with the guidelines issued by BANK from time to time with respect to the GUI and navigation functionalities.	This clause might involve separate commercials. Request Canara Bank to consider and make provisions in submission	Bidder has to comply with EOI terms
35	M/s Stratbeans Consulting Private Limited	11	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.16. E-learning Content Development:	10.16.3. Content Development Methodology : Step-II: Bidder will restructure and rewrite contents in text format (by chunking and taking care of Learning Objectives, concepts etc.) to suit the approach to be adopted for development of the e-Lesson. Bidder (represented by Instructional Designers and developers) shall hold a workshop/discussion with the BANK/ to finalize e-Lesson layout/animated video/live shoot video (Course Specification Document- CSD) indicating table of contents, number of screens, e-Learning Lesson duration, dominant learning style and Level of user interactivity etc., The restructured contents, finalized after discussion with BANK will be part of the CSD. Level of user interactivity (Level I / II / III/) has to be decided at this (CSD) stage. After approval of the Course Specification Document, work will be awarded to the Bidder who will advise the BANK with the details of their Project Team associated with the e- Lesson.	Discussion with Bank. Can be executed via call or in person meeting or preferably any one?	For each lesson, the story board discussion is to take place in person. Further developments can happen via call/web meeting etc.



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36	M/s Finitatives Learning India Pvt. Ltd.	11	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.16. E-learning Content Development:	<u>10.16.2. Content Development Standards:</u> a. Bidder should be willing to follow the guidelines relating to Design, Naming Conventions, File organization (size & type etc.), Functional Requirements, Content formation, Content presentation and placement of objects etc. as specified by the Bank.	What are the present guideline regarding the type and acceptable file size?	Will be shared with empanned bidders
37	M/s Finitatives Learning India Pvt. Ltd.	11	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.16. E-learning Content Development:	<u>10.16.2. Content Development Standards:</u> d. Capability to develop and deploy minimum 5 courses simultaneously.	What are the expected timelines per learning hour?	Parallel development of 5 lessons. Time lines will vary based on the lesson
38	M/s Finitatives Learning India Pvt. Ltd.	11	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.16. E-learning Content Development:	<u>10.16.3. Content Development Methodology :</u>	Are we talking about the complete content here, or will these steps be carries out one by one chapter wise? As an estimate, how many pages do we think a chapter will come up to.	Lesson wise. No of pages or duration will vary from lesson to lesson.
39	M/s Finitatives Learning India Pvt. Ltd.	11	<u>10. Scope of Work for Content Development and Hosting Services</u>	<u>10.17. Hosting Services</u> The bidder has to host, manage and maintain the content with E-LSS (Learning Management System) as on turn-key basis for all the said courses irrespective of number of users of these subjects.	'As on turnkey basis for all the said courses irrespective of no. of users of these subjects' - Please clarify/explain this.	It should be based on irresepctive of number of users.
40	M/s Arsiga Konics Pvt. Ltd.	11	<u>10. Scope of Work for Content Development and Hosting Services</u>	<u>10.17. Hosting Services</u> The bidder has to host, manage and maintain the content with E-LSS (Learning Management System) as on turn-key basis for all the said courses irrespective of number of users of these subjects.	The query is that the Content developer will have to have the LMS of its own or content will be hosted on the LMS of Canara Bank	Content to be hosted on the LMS of Canara Bank only



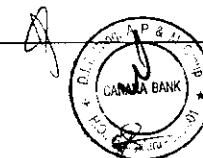
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41	M/s Manipal Technologies Ltd.	11	<u>10. Scope of Work for Content Development and Hosting Services</u> <u>10.16. E-learning Content Development:</u>	<u>10.16.3. Content Development Methodology :</u> Step-III: Submission of Storyboard by the Bidder. It should comprise Screen- wise content and other features details, in visual format (Power point presentation etc.,) to enable the BANK to appreciate the presentation of the content and also in text format for making corrections, if any. The maximum time frame for completing the story board would be 1 week from the date of CSD, before which the story board format will have to be submitted to the BANK. After submitting the story board to the BANK, the representative of the Bidder will have to meet / contact the BANK, with prior appointment for confirmation of the story board after one week from the date of submitting the story board. The bidder shall submit a revised project cost of development of the lesson to the BANK if necessary (containing the table of contents, number of screens and level of user interactivity etc.). The actual cost of the lesson should not exceed by more than 15% of the revised project cost in any case.	Is there any specific SB format, ppt or/and word doc?	No standardised format. During Story board discussion it may be decided.
42	M/s Manipal Technologies Ltd.	11	<u>10. Scope of Work for Content Development and Hosting Services</u> <u>10.16. E-learning Content Development:</u>	<u>10.16.1. Content Development Specifications:</u> c. The content should be compliant with accessibility guidelines (for differently abled people) and may be offered as an OPTIONAL item.	Are you suggesting that accessibility guidelines should be built into the course and when a learner selects jaws or other screen reading softwares should be able to read out the screens? What do you indicate by 'Optional' item.	Only select lessons will be developed for differently abled persons.
43	M/s Stratbeans Consulting Private Limited	12	<u>10. Scope of Work for Content Development and Hosting Services</u>	<u>10.17. Hosting Services</u> The bidder has to host, manage and maintain the content with E-LSS (Learning Management System) as on turn-key basis for all the said courses irrespective of number of users of these subjects.	What is meant by, content hosting on LMS as "On turn key basis"?	It should be based on irrespective of number of users.



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44	M/s C&K Management Limited	12	<u>10. Scope of Work for Content Development and Hosting Services</u>	<u>10.17. Hosting Services</u> The bidder has to host, manage and maintain the content with E-LSS (Learning Management System) as on turn-key basis for all the said courses irrespective of number of users of these subjects.	<p>Clause no. 4.1 on page no.6 of the EOI document states that the Bank proposes for implementing Learning Management System (LMS) which will be hosted in Bank owned cloud. Also Clause 4.4 on page no. 7 of the EOI document states that the Learning Management System is an ongoing project.</p> <p>In view of the above clauses request you to kindly provide more clarity on what is to be hosted and managed by the Vendor.</p> <p>Further as there are likely to be multiple vendors, does Canara Bank envisage each vendor to host their own LMS and e-Learning course Module which is not on the Bank owned cloud.</p> <p>If the vendor is required to host the LMS and course module then hosting on the Bank owned cloud will not be required?</p> <p>Kindly clarify the above.</p>	The content developer will host the lesson on Bank's LMS
45	M/s Manipal Technologies Ltd.	12	<u>10. Scope of Work for Content Development and Hosting Services</u> <u>10.16. E-learning Content Development:</u>	<u>10.16.3. Content Development Methodology :</u> Step-IV: After approval of the Storyboard, Alpha (Draft) version of the lesson/animated video/live shoot with sample voiceovers (to enable the BANK to select the appropriate one) will be developed and delivered by the Bidder. The maximum time frame for completing the Alpha version would be 2 weeks (for live shoots the timeframe will be determined between the BANK and the bidder) from the date of approval of story board. Thereafter the Beta version of the e-Lesson with total voice over (which will be equivalent to CD/DVD version of the e-Lesson with a provision for multiple languages) will have to be submitted within a period of one week to BANK. The Beta version will be checked for quality (design, contents, presentation and technical) by BANK. The improvements required if any, have to be carried out by the bidder.	Are any languages apart from Hindi and English required? Also, we expect to build the master storyboard in english and then translate it into Hindi.	Initially in English only. Hindi version to be developed in due course.



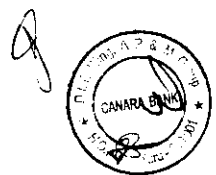
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46	M/s Manipal Global	12	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.16. E-learning Content Development:	10.16.4. Table of time lines for the Bidder:	Are the timeline assumptions made on 1 hour of training content/1 lesson?	It varies from lesson to lesson.
47	M/s Stratbeans Consulting Private Limited	13	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.18. Guidelines for e-Lesson	10.18.1. Organisation of the content e-lesson structure: c. Each lesson should have two or more modules. Each topic (module) should have 30 WebPages (expecting users to invest around a maximum of 30 minutes to learn). The Lesson duration (learning time) may not exceed 60 minutes.	is 30 web-pages per topic, final count of the content layout?	It is approximate. It varies from lesson to lesson
48	M/s Stratbeans Consulting Private Limited	13	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.18. Guidelines for e-Lesson	10.18.1. Organisation of the content e-lesson structure: n. Sub-topic will be a Shareable Content Object (SCO). One SCO should address one learning objective. Each Learning Objective may have many learning objects (LO). SCORMing to be done preferably at sub-topic level.	what is meant by Shareable Content Object?	As per the industry standards.
49	M/s Finitatives Learning India Pvt. Ltd.	14	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.18. Guidelines for e-Lesson	e-lesson structure: n. Sub-topic will be a Shareable Content Object (SCO). One SCO should address one learning objective. Each Learning Objective may have many learning objects (LO). SCORMing to be done preferably at sub-topic level.	Which model are we talking about here: 1. Module 1: a. SCO, b. SCO, c. SCO... 2. Or all these separately as different SCO.	As per the industry standards.
50	M/s Finitatives Learning India Pvt. Ltd.	14	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.19. Content Formation	10.19.6. Each e-lesson should have various sections to address a particular concept. c. Quiz after each topic. d. Self-assessment test after each topic/ lesson.	What is the difference between a quiz on each topic and a self-assessment on each topic?	Self assesment is part of lesson contains Question and answers. Quiz is to test the knowledge of the user and linked to grade.



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51	M/s Manipal Global	14	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.19. Content Formation 10.19.7. Include Notes feature (with save, print, close options), where the user can take down important notes (Notepad).	Allowing the printing and saving of notes is more likely a feature of the LMS. Please clarify.	Yes. But the printable content to be provided in the link
52	M/s Finitatives Learning India Pvt. Ltd.	15	<u>10. Scope of Work for Content Development and Hosting Services</u> 10.19. Content Formation	10.19.17. Help screen to show the complete screenshot. The detailed help information about the items should be grouped on the basis of its function and should be displayed on mouse over. Like any popup box, Help screen should also have a close button (text + icon) at the bottom right hand corner of the help screen.	In help screen, use of mouse hover function is mentioned but mouse hover will not work on mobile.	Yes. It is appliale for browser based content. Mobile app based lesson will not have the facility
53	M/s Finitatives Learning India Pvt. Ltd.	15	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.20. Guidelines for e-Capsule / M-Nugget : The guidelines shown above for standards of content development for e-Lesson may be followed for e-Capsules also, but the following additional guidelines must be strictly followed: 10.20.1. Voice over / Audio is not required for e-Capsule/M-Nuggets and hence it should not be added. 10.20.2. Maximum duration of the capsule/Nugget should be 15 minutes. 10.20.3. The e-Capsule/Nugget must contain only a single module and the maximum number of screens must be restricted to 20 as far as possible. 10.20.4. Maximum size of the capsule should be 10 MB. 10.20.5. The capsule may contain Assessment as an integral part of it.	In which cases are we going to make a e-lesson and which cases an e-nugget? What is the difference?	Please refer the scope.
54	M/s Manipal Global	15	<u>10. Scope of Work for Content Development and Hosting Services</u>	10.19. Content Formation 10.19.13. Print version of lesson material may be considered by the SME(BANK)s depending on the nature of the e-lesson: Print the onscreen text including all the content text (e.g. on-screen, tabbed screen content, bullets, etc. in text format only and not the screenshot or a copy of the storyboard).	Section i of 10.18.1 states not all text should be shown on screen. But this section specifies that print should be enabled for all on screen text (print the onscreen text including all content text...). Need clarification here to check if even the audio script that is available as a caption should be available in the output of this feature. Else, it might look incomplete in itself.	The printable content to be provided in the link

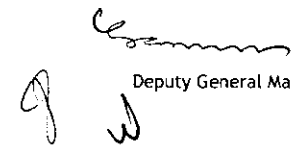


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55	M/s CODE AND PIXELS INTERACTIVE TECHNOLOGIES PVT LTD	18	<u>18. Submission of Bids</u>	18.3. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.	Allow us to send the sealed bid through the courier. Anyhow, on the day of opening, there will not be any presentations, it is just an opening of bid cover. In this context, we request you to allow us to send through courier and exempt our company persons physical presence. However, we will visit for presentation.	Bidder has to comply with EOI terms
56	M/s CODE AND PIXELS INTERACTIVE TECHNOLOGIES PVT LTD	24	<u>ANNEXURE-3 Eligibility Criteria Declaration</u>	<p><u>Eligibility Criteria:</u> 5. The bidder shall have local office in Bengaluru with their Own / Support Centers personnel to liaison various activities.</p> <p><u>Documents to be submitted:</u> The Bidder has to furnish their details such as Office address, Contact person name, Phone No, Mobile No, Email Id and Level of Technical working at Bengaluru Office as per Annexure-10.</p>	At this point we don't have our own infrastructure office in Bangalore. But we are working in association with few firms of Bangalore. We request you not to make mandatory that bidder must have office in Bangalore. We are working for other banks where SMEs sit in Noida, Mumbai, Chetna etc. We are working with SMEs via mails, skype calls, etc comfortably. Hence, we humbly request not to make the Local office mandatory.	Bidder has to comply with EOI terms



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57	M/s C&K Management Limited	24	<u>ANNEXURE-3 Eligibility Criteria Declaration</u>	<p><u>Eligibility Criteria:</u> 5. The bidder shall have local office in Bengaluru with their Own / Support Centers personnel to liaison various activities.</p> <p><u>Documents to be submitted:</u> The Bidder has to furnish their details such as Office address, Contact person name, Phone No, Mobile No, Email Id and Level of Technical working at Bengaluru Office as per Annexure-10.</p>	<p>We are currently having a 'Business Center' at Bengaluru. We do not have any support center personnel operating out of Bengaluru currently.</p> <p>Our development center is based out of Hyderabad and we are providing e-Learning development and hosting services to a number of clients from our development center in Hyderabad. Clients include Reserve Bank Staff College, World Bank, UNDP, Axis Bank, IndusInd Bank, Ratnakar Bank, UNICEF etc.</p> <p>We have not faced any liaising issues with our clients who are spread across India and the globe.</p> <p>We therefore request you to kindly amend the said clause to enable companies like ours who do not have office and staff at Bengaluru to be able to participate in the EOI</p>	Bidder has to comply with EOI terms
58	M/s Manipal Technologies Ltd.	NA	additional query	NA	What is the price bid format you are looking at? Is there a format you would like to follow for this?	Its EOI, price bid format will be shared at placing orders

Date : 14/02/2018
Place: Bengaluru


Deputy General Manager

