

Replies to the Pre-Bid queries for EOI 06/2023-24 dated 21/10/2023 for Expression of Interest for Empanelment of Content Development and Hosting Services for E-Learning Solution in Canara Bank.

Sl. No.	Page No.	Section/Annexure/Appendix	EOI Clause	Sub Clause/Technical Specification	Bidder's Query	Bank's response
1	2	Bid Details in Brief Description	Earnest Money Deposit (Refundable)	NA	Is there any expectation of EMD as we belong to MSME and Start-Up. (We can share both certificates at the time of proposal submission).	MSEs and Startups are exempted from the EMD subject to submission of Udyam registration certificate.
2	18	Annexure-1 other clauses	Whether Bidder has to submit Declaration as per Annexure-11 in lieu of waiver of Tender fee & EMD?	NA	please advise there is exemption for Tender fee/EMD for MSME.	MSEs and Startups are exempted from Tender fee and EMD subject to submission of Udyam registration certificate.
3	36	Annexure 12 Scope of Work	4. Content Development Methodology	S.No.4.2 Step III - The actual cost of the module should not exceed by more than 15% of the revised project cost in any case (last sentence in Step-III).	Depending on the type of module (vis. whether its heavy on video content or gaming content etc.), the development rigour / cost is going to be a key variable. Given so, how does the Bank propose to commercially agree with the empanelled bidders from one module to the other? (this is evident based on the expectation charted out on page # 33 under para 1.5 vis. Basic / Intermediate / Advanced level modules)	This is only for empanelment of vendors, detailed costing will be dealt in Bid later.
4	36	Annexure 12 Scope of Work	4. Content Development Methodology	S.No.4.2 Step V - The final Gold version [CD / DVD / pen drive version, Bank's E-LMS version final approved MSD - including input contents, story board (both PPT / word and PDF versions) and source code / editable source files for modules i.e. courses and videos] will have to be delivered by the bidder to the Bank.	There may be two fold challenges with respect to the ask mentioned here; firstly some of the bidders may use commercial story boarding solutions available in the market place, given so what kind of story boarding software subscriptions does the Bank have in place as of date so that story boarding fine tuning can seamlessly happen; secondly alternately in the absence of any such story boarding software subscriptions, how does the Bank propose to compile / edit / play the input source / output files during editing / finalization process.	TRELLO story board solution available with the Bank. If the vendor is having any story board solution, the same can be utilised or else a common story board can be agreed upon at a later stage.
5	36	Annexure 12 Scope of Work	4. Content Development Methodology	S.No.4.2 Step VI - Deployment support, if needed in view of Bank's E-LMS specific requirements etc, modification / customization will have to be provided by the bidder.	Would such deployment support entail only modifications / customizations to be made to the Beta version of the electronic learning content to make it deployable on the Bank's E-LMS or can it entail technical enhancements to be made to the Bank's E-LMS by the bidder?	Only modifications / customizations to be made to the Beta version of the electronic learning content to make it deployable on the Bank's E-LMS. No Technical enhancements to be made to the Bank's E-LMS by the bidder.
6	NA	Generic	Generic	Generic	For bid submission kindly allow at least 13 - 15 working days from date the response to pre-bid queries is published. Since it is a hardcopy submission sufficient time will be required for preparing, printing, signing, and couriering the bid documents.	Bidder to comply with EOI terms and conditions.
7	34	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.17. The vendor should have a team of instructional designers, who would closely interact or meet with the e-learning section at CIBM of the Bank at different stages of the development after seeking prior approval from the section. They should be ready to travel to Canara Institute of Bank Management (CIBM), Manipal and Information Technology (IT) Wing, Bangalore for any clarification of doubts. No extra charges shall be paid by the Bank for such travel.	Not a query per se rather a request, for the sake of saving on time and money, it is much appreciated if such meetings be held virtually on MS Teams because such discussions might entail multiple stakeholders and it won't be feasible to get everyone under the same roof, that said provisioning can be made for periodic in person touch points once the actual work starts.	The clause is self-explanatory. Bidder to comply with EOI terms and conditions.



Replies to the Pre-Bid queries for EOI 06/2023-24 dated 21/10/2023 for Expression of Interest for Empanelment of Content Development and Hosting Services for E-Learning Solution in Canara Bank.

8	35	Annexure 12 Scope of Work	2. Content Development Specifications:	2.2. Specifications: 2.2.2. The content should be compliant with accessibility guidelines (for differently abled people) and may be offered as an OPTIONAL item.	Kindly provide accessibility guidelines for differently abled people.	As per best industry practices.
9	8	Scope of Empanelment	6.3. The content for these modules would be provided by us in text, pdf, ppt or other suitable formats either in hard or soft copy, preferably in soft copy. The e-Learning modules will have to be SCORM1.2 /AICC standards/ mp4 (for videos) with latest version as at the time of developing for uploading to the Bank's LMS.	NA	How much percentage of Raw Content will be in editable format?	Raw content will be provided in following formats Doc, PPT, PDF.
10	31	Annexure 10 Office Details	NA	NA	it is mandatory to have office in Bangalore,our firm based out Delhi/NCR.	it is not mandatory to have office in Bengaluru.
11	22	ANNEXURE-3 Eligibility Criteria Declaration	Eligibility Criteria	S.No. 3 The Bidder should have positive Net Worth as on 31/03/2023 and also should have not eroded by more than 30% in the last three financial years, ending on 31/03/2023.	Positive net worth is not positive for start-ups. It's been relaxed by Govt. of India under start-up India program	Bidder to comply with EOI terms and conditions.
12	2	Bid Details in Brief Description	7.Tender Fee	NA	how it to be paid ,or there is any exemption for MSME.	Please refer the clause 13.6 of the EOI for payment details. MSEs are exempted from Tender fee and EMD subject to submission of Udyam registration certificate.
13	33	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.1. Design and Develop the modules (Courses and Videos) on the subjects decided by the Bank, so that they could be launched from any LMS that supports SCORM 1.2, AICC (Aviation Industry Computer Based Training Committee) standards/ mp4 (for videos).	Please let us know:- a) No.of subjects for the content required. b) How many minutes for the content required? c) Both for short term and long term period.	a) The courses to be created on the subjects over a period of time as and when the need arises, hence cannot be limited. B) Video or course should engage the user for 20 to 30 minutes C) Question is not clear.
14	33	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.3.The modules shall be developed in multiple languages as per the requirement of the Bank, machine voice can be used for voice over.	Please specify the Languages	Preferred Languages are either English or English with Hindi (Bi lingual). Other regional languages are optional as per Banks requirement. Regional Language is not a major criteria.
15	34	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.3.The modules shall be developed in multiple languages as per the requirement of the Bank, machine voice can be used for voice over.	How the hosting would be done? It would be sharing through cloud and if Digital Rights Management (DRM) is required?	Hosting will be done on our proprietary LMS and the contents should be compatible with our LMS. Published courses can be shared through cloud.
16	NA	Generic	Generic	Financials	Please specify BOQ / BOM	Based on their requiremen spanning over three years.
17	2	Bid Details in Brief Description	S.No.6 Earnest Money Deposit (Refundable) - Rs. 50,000/-	NA	Bidders who are registered with MSME (any state or central) should be Exempted from the EMD.	MSEs are exempted from EMD subject to submission of valid Udyam registration certificate.



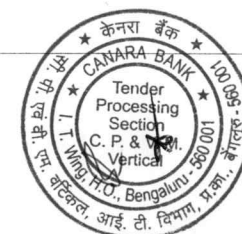
Replies to the Pre-Bid queries for EOI 06/2023-24 dated 21/10/2023 for Expression of Interest for Empanelment of Content Development and Hosting Services for E-Learning Solution in Canara Bank.

18	2	Bid Details in Brief Description	S.No.7 Tender Fee (Non-Refundable)	NA	Bidders who are registered with MSME (any state or central) should be Exempted from the Document fee (tender fee).	MSEs are exempted from Tender fee subject to submission of Udyam registration certificate.
19	8	6. Scope of Empanelment:	6.2. This tender is being floated to empanel e-Learning module (including both e-learning course and video) developers to provide services for developing e-learning modules matching to job family needs.	NA	Based on these two clauses it appears that the Bank is looking for vendors for developing eLearning content. However, in the EOI title it says developing and hosting of eLearning. So it is not clear if the Bank wants a vendor who can develop eLearning content and provide a platform (LMS) for hosting or a vendor who does only eLearning content development. Kindly clarify.	The Bank is looking for vendors for developing eLearning content only.
20	11	13. Preparation of Bids	13.6. Bidders can also submit the EMD with Payment online through RTGS / internet banking to the following: Beneficiary name: DIT Procurement Account No.:0792201002351 IFSC Code: CNRB0000792 Bank Name: Canara Bank Branch address: Trinity Circle Bangalore.	NA	Will MSME vendors have exemption for EMD?	MSEs are exempted from EMD subject to submission of udyam registration certificate.
21	21	ANNEXURE-3 Eligibility Criteria Declaration	Eligibility Criteria	S.No.2 The Bidder should have average turnover of Rs.5 Cr (Rupees Five Crore) Et above in the last 3 (three) financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies.	The Bidder should have average turnover of Rs.3 Cr (Rupees Three Crores) Et above in the last 3 (three) financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies. As we are a MSME Startups. Is there any relaxation on MSME/Start-ups? or Eligibility criteria pertaining to average turnover may be considered as waived for Startups.	Refer Corrigendum-1.
22	31	Annexure - 10 Office Details	Generic	NA	In this format Bengaluru office and other office details have been asked. Is it mandatory for the vendor to have office in Bengaluru?	No, it is not mandatory.
23	33	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.1. Design and Develop the modules (Courses and Videos) on the subjects decided by the Bank, so that they could be launched from any LMS that supports SCORM 1.2, AICC (Aviation industry Computer Based Training Committee) standards/ mp4 (for videos).	The videos have to be animated videos or live recorded videos?	Animated videos are preferred.



Replies to the Pre-Bid queries for EOI 06/2023-24 dated 21/10/2023 for Expression of Interest for Empanelment of Content Development and Hosting Services for E-Learning Solution in Canara Bank.

24	33	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.1. Design and Develop the modules (Courses and Videos) on the subjects decided by the Bank, so that they could be launched from any LMS that supports SCORM 1.2, AICC (Aviation industry Computer Based Training Committee) standards/ mp4 (for videos).	In case live recorded videos are required will the cost for recording be borne by the Bank or vendor must bear the cost?	This is only for empanelment of vendors, detailed costing will be dealt in Bid later.
25	34	Annexure 12 Scope of Work	2. Content Development Specifications:	2.1. E-learning Content Development: The project will result in creation of multimedia information based e-learning Modules (E Learning modules includes E courses with assessment and videos). The modules should be developed using the state- of-the-art e-learning techniques to deliver simple, and clear information. The modules developed should be compatible with the E-LMS implemented.	Here it is mentioned 'should be compatible with the E-LMS implemented'. Which, E-LMS is been referred here? It is Bank's own LMS?	Proprietary LMS of the Bank.
26	23	ANNEXURE-3 Eligibility Criteria Declaration	Eligibility Criteria	S.No.8 Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. A natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	If consortium/joint venture is allowed?	Not allowed.
27	15	22. Issuance of Limited EOI	22.1. The Bank reserves the right to issue limited EOI based on the responses and the requirement of the Bank.	NA	Here it is mentioned Bank will issue limited EOI. Does this mean that one more EOI will be issued based on responses by vendors on current EOI or you mean to say a limited Tender will be issued?	Refer Corrigendum-1.
28	21	ANNEXURE-3 Eligibility Criteria Declaration	Eligibility Criteria	S.No.2 The Bidder should have average turnover of Rs.5 Cr (Rupees Five Crore) Et above in the last 3 (three) financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies.	Our Audited financial statement is not ready for 2022-23. Can we submit the audited balance sheet for 19-20,20-21 and 21-22	Bidder to comply with EOI terms and conditions.



Replies to the Pre-Bid queries for EOI 06/2023-24 dated 21/10/2023 for Expression of Interest for Empanelment of Content Development and Hosting Services for E-Learning Solution in Canara Bank.

29	33	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.1. Design and Develop the modules (Courses and Videos) on the subjects decided by the Bank, so that they could be launched from any LMS that supports SCORM 1.2, AICC (Aviation Industry Computer Based Training Committee) standards/ mp4 (for videos).	1. How many hours of content are to be developed during the empaneled period? 2. How many hours of video are to be developed during the empaneled period? 3. What is the LMS currently being used at the bank? 4. Is the videos to be animated or to be shot with humans?	Need based at the discretion of the Bank for both courses and videos.
30	33	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.2. These modules should consist of multimedia elements such as text, images, videos, quizzes and interactive elements, which can be accessed remotely via the internet. Such modules should use very low bandwidth when the content is accessed using wide area network (WAN) and low bandwidth internet connection.	1. What would be the range of low bandwidth here and the permitted SCORM package size?	250 MB is the limit, we prefer files of 50 to 100 MB.
31	34	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.17. The vendor should have a team of instructional designers, who would closely interact or meet with the e-learning section at CIBM of the Bank at different stages of the development after seeking prior approval from the section. They should be ready to travel to Canara Institute of Bank Management (CIBM), Manipal and Information Technology (IT) Wing, Bangalore for any clarification of doubts. No extra charges shall be paid by the Bank for such travel.	1. How many travels to be made in a given year? 1. Might I kindly request that the bank provide us with a detailed outline of the activities or agenda that would warrant the bidder's travel?	Personal presence is required if warranted. Not on a regular course.
32	35	Annexure 12 Scope of Work	4. Content Development Methodology	S.No.4.2 Step-I: Raw Content will be provided by the Subject Matter Experts of the BANK to the Bidder.	2. The Raw content provided by the bank will be in what language?	English (Majority)and Hindi in some cases.
33	36	Annexure 12 Scope of Work	4. Content Development Methodology	S.No.4.2 Step-III: Submission of Storyboard by the Bidder. It should comprise Screen- wise content and other features details, in visual format (Power point presentation etc..) to enable the BANK to appreciate the presentation of the content and also in text format for making corrections, if any. The maximum time frame for completing the story board would be 2 weeks from the date of MSD, 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 Module to the BANK if necessary (containing the table of contents, number of screens and level of user interactivity etc.). The actual cost of the Module should not exceed by more than 15% of the revised project cost in any case.	3. On page #9, Topic 7.1, it was mentioned that the SB Dev timeline will be 1 week, and here it's mentioned as 2 weeks. Which one is actual?	Preparation of MSD is 1 week and Story board is one week after preparation of MSD.(Module Specification Document).



Replies to the Pre-Bid queries for EOI 06/2023-24 dated 21/10/2023 for Expression of Interest for Empanelment of Content Development and Hosting Services for E-Learning Solution in Canara Bank.

34	36	Annexure 12 Scope of Work	4. Content Development Methodology	S.No.4.2 Step VI: Deployment support, if needed in view of the Bank's E-LMS specific requirements etc., modification / customization will have to be provided by the Bidder.	1. What modifications are expected here? Need more specifications here!	This is only for empanelment of vendors, detailed costing will be dealt in Bid later.
35	NA	Generic	Generic	Generic	1. What are the detailed specifications for the "Hosting support for 3 Years" that the Bank seeking for 2. What are the deliverables expected for hosting services? Does the bidder want to host any of the courses developed? Please clarify	Only content development as per Banks requirement. Only files ready for publication along with source file to be submitted. No hosting required. Bank will host in its proprietary LMS.
36	2	Bid Details in Brief Description	S.No.3 Brief Description of the EOI	Expression of Interest for Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three Years	Are bidders required to assist Canara Bank in uploading content onto the current Learning Management System (LMS)?	Only content development as per Banks requirement. Only files ready for publication along with source file to be submitted. No hosting required. Bank will host in its proprietary LMS.
37	8	6. Scope of Empanelment:	6.2.This tender is being floated to empanel e-Learning module (including both e-learning course and video) developers to provide services for developing e-learning modules matching to job family needs.	NA	This implies that bidders are expected to create a SCORM package in version 1.2, as well as produce standalone videos.	Lessons in SCORM and Videos as Standalone.
38	8	6. Scope of Empanelment:	6.2.This tender is being floated to empanel e-Learning module (including both e-learning course and video) developers to provide services for developing e-learning modules matching to job family needs.	NA	Are there any expectations for support with the Learning Management System (LMS) and its associated maintenance services?	No
39	8	7. Project Timeline:	7.1. The timeline for each module may vary depending on the frequency of Activities, Quantum, Length and Duration of Activities	NA	Could you provide the specific number of modules that need to be developed within the span of three years?	Need based at the discretion of the Bank for both courses and videos.



Replies to the Pre-Bid queries for EOI 06/2023-24 dated 21/10/2023 for Expression of Interest for Empanelment of Content Development and Hosting Services for E-Learning Solution in Canara Bank.

40	22	ANNEXURE-3 Eligibility Criteria Declaration	Eligibility Criteria	S.No. 4 The bidder should have supplied content development service for e-learning solutions in at least three Govt. depts. / Public sector Unit/ Schedule commercial Banks /IITs/IIMs/Universities /MNCs in India.	Are international work experiences in multinational corporations located outside the country and work experiences with non-governmental organizations (NGOs) eligible to be included?	Clause is self explanatory. Bidder to comply with EOI terms and conditions.
41	33	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.3. The modules shall be developed in multiple languages as per the requirement of the Bank, machine voice can be used for voice over.	Are you indicating that human voiceovers are not necessary for the module development?	Any voice (either Machine or Human voice) at the discretion of the Bank.
42	33	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.4. Voice (accent), pictures, names and animations etc. should be Indian.	Are you suggesting that for the human voiceover, an Indian accent is specifically required?	Any voice (either Machine or Human voice) at the discretion of the Bank.
43	34	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.5. Depending on the content, context and user capability a module will be categorized as Basic, Intermediate or Advanced level. □ Basic Level Module: Designed for conceptual understanding and clarify and creating awareness among users □ Intermediate Level Module: Designed for development operational procedures and implementation □ Advanced level Module: Designed for developing higher skills or knowledge, in-depth analysis on the topic.	Are 2D animations expected to be included within the modules?	Yes, based on the levels.
44	34	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.18. E-learning modules should accommodate different devices viz., desktops, tablets, smartphones etc. of various operating systems adapting to various screen sizes and orientations.	Will the bank provide an existing template for the development of new modules, or are the bidders allowed to create a new template adhering to the Bank's brand guidelines?	Template should be developed by the individual vendors by incorporating our Logos at appropriate places throughout entire module.
45	35 & 36	Annexure 12 Scope of Work	4. Content Development Methodology	4.2. Various steps involved in the content development for e-Courses	Will the subject matter experts (SMEs) from the bank provide the contents in Word document format or in PowerPoint format?	Yes, in any of the following formats Doc, PPT, PDF.
46	37	Annexure 12 Scope of Work	5. Content Formation:	5.13. Print version of Module material may be considered by the SME(Bank) depending on the nature of the e course: Print the onscreen text including all the content text (ex: On screen, Tabbed screen content, bullets etc. in text format only and not the screen shot of the story board).	Is it expected to produce a printed copy of the alpha version of the development? Is this a mandatory requirement?	Not mandatory, soft copy is preferred.
47	21	ANNEXURE-3 Eligibility Criteria Declaration	Eligibility Criteria	S.No.2 The Bidder should have average turnover of Rs.5 Cr (Rupees Five Crore) Et above in the last 3 (three) financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies.	We found that we are not completely meeting this criteria as our average turnover for the last 3 financial years is Rs. 4 Cr. We wanted to check with you if can get some exemption pertaining to this clause	Refer Corrigendum-1.



Replies to the Pre-Bid queries for EOI 06/2023-24 dated 21/10/2023 for Expression of Interest for Empanelment of Content Development and Hosting Services for E-Learning Solution in Canara Bank.

48	NA	Generic	Generic	Generic	Would like to gain a better understanding of the volume or quantity of eLearning content that falls within the scope of work. It's not specified in the RFP, so additional details would be helpful.	No specific numbers , it is need based.
49	35	Annexure 12 Scope of Work	2. Content Development Specifications:	2.2. Specifications: 2.2.5. Modification/ updation of the e-Courses and videos from time to time by the Bidder or by the Bank at its discretion.	What will be the approach towards modification/change request scope of work and the cost format	This is only for empanelment of vendors, detailed costing will be dealt in Bid later.
50	1	Generic	Generic	Generic	Scope / Annexure 12, defines the content development part but there is no detailed information with regard to hosting services (what kind of services the bank needs). Needs clarity.	Only content developpment as per Banks requirement. Only files ready for publication along with source file to be submitted. No hosting required. Bank will host in its proprietary LMS.
51	2	Bid details brief description	S.No.12 Venue for Prebid Meeting and Bid Opening	Pre-bid meeting will be held on 03/11/2023, Friday, 3.30 PM Venue: Pre Bid meeting will be held Online (through Microsoft Teams) and participants are requested to attend the meeting Online. Those who are interested in participating the pre bid meeting should share the scanned copy of authorization and Valid ID Card of the participant by email to dttenders@canarabank.com. (Physical copy should be submitted at later date) Upon perusal of the same the link / meeting id will be shared to the participant to participate in the meeting (Microsoft Teams). Pre-bid Queries should be sent to E-mail dttenders@canarabank.com and must reach us on or before 30/10/2023, Monday at 3.00 pm. Subject of the email should be given as "Pre Bid Queries for EOI 06/2023-24 dated 21/10/2023". Queries reaching afterwards will not be entertained.	It is mentioned as Online via teams but in page 12 point 15 it says bids will be opened in presence of the bidder representative. Can we consider pre-bid meeting as online and opening od bids as offline one. This needs to be clarified.	Bids will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per Bid Schedule.
52	10	11. Pre-Bid meeting	11.2. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time In this connection, Bank will allow a maximum of TWO (2) representatives from each Bidder to participate in the pre-bid meeting.	NA	In page 2 it says online and in page 10 it says bidders can be present. Needs to be clarified.	Bids will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per Bid Schedule.



Replies to the Pre-Bid queries for EOI 06/2023-24 dated 21/10/2023 for Expression of Interest for Empanelment of Content Development and Hosting Services for E-Learning Solution in Canara Bank.

53	8	6. Scope of Empanelment:	6.2.This tender is being floated to empanel e-Learning module (including both e-learning course and video) developers to provide services for developing e-learning modules matching to job family needs.	NA	Is the scope restricted only to development of modules. Deployment in the existing LMS of the bank will be done by whom? We would like to know the E-LMS software used in development of the existing LMS platform in the bank.	Yes, scope is restricted only to development of modules.The bank is having own proprietary LMS.
54	22	Annexure 3 Eligibility Criteria Declaration	Documents to be submitted In compliance with Eligibility Criteria 6	S.No.6 Image or video samples of your in-house facility through USB/FTP/Drive.	Can we submit USB along with the physical copy of the bid or how and to whom should the same be shared.	Bidder to comply with EOI terms and conditions.
55	34	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.19. Updates and maintenance of e-Learning modules to be carried as per the requirement of the Bank. Pricing for such updation shall be calculated on the basis of the price accepted by the Bank while creating such module for the first time (Base Price). The base price quoted shall be considered for a period of three years without enhancement.	Does this imply that for any updation of modules based on the number of manhours required to re-develop, the bank will pay additionally, by taking the base price as the bench mark. Needs clarity.	This is only for empanelment of vendors, detailed costing will be dealt in Bid later.
56	34	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.21. The duration of the videos should be not more than 30 minutes and the duration will be decided by the bank from case to case. Videos should be of high quality and should be compatible for viewing on landscape and portrait view on mobile.	Not clear	Yes, duration of the video will be decided by the Bank.
57	21	Annexure-3 Eligibility Criteria Declaration	Generic	Generic	Confirm, if the eLearning modules will be hosted on Canara Bank LMS and by whom?	1. Only content development as per Banks requirement. Only files ready for publication along with source file to be submitted. 2. No hosting required. Bank will host in its proprietary LMS.
58	33	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.6. Each E-learning course shall mention its objectives, Target group, should have two or more topics. Each topic should have 30 webpages (expecting users to invest around a maximum of 30 minutes to learn).	Please elaborate on this clause.	Lesson run time shall be 20-30 mins.
59	34	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.22. The content should be compliant with accessibility guidelines (for differently abled people such as including captions/subtitles)	Please elaborate on this clause.	As per Industry practice (Captions, Subtitles , Alt Text for images etc.).



Replies to the Pre-Bid queries for FOI 06/2023-24 dated 21/10/2023 for Expression of Interest for Empanelment of Content Development and Hosting Services for E-Learning Solution in Canara Bank.

60	8	6. Scope of Empanelment:	6.3. The content for these modules would be provided by us in text, pdf, ppt or other suitable formats either in hard or soft copy, preferably in soft copy. The e-Learning modules will have to be SCORM1.2 /AICC standards/ mp4 (for videos) with latest version as at the time of developing for uploading to the Bank's LMS.	NA	Please clarify that LMS Application/solution is already having with the Bank. We have to do only the content management and host the same in the LMS of the Bank already available.	Yes, scope is restricted only to development of modules. The bank is having own proprietary LMS.
61	21	ANNEXURE-3 Eligibility Criteria Declaration	Eligibility Criteria	S.No. 4 The bidder should have supplied content development service for e-learning solutions in at least three Govt. depts./ Public sector Unit/ Schedule commercial Banks /IITs/IIMS/Universities /MNCs in India.	Bidder should have supplied the content management services for e-learning solutions in at least in 2 (TWO) govt. Depts./ Public sector unit/Schedule commercial banks/IITs/IIMS/Universities/MNCs in India	Bidder to comply with EOI terms and conditions.
62	21	ANNEXURE-3 Eligibility Criteria Declaration	Eligibility Criteria	S.No.5 Bidder should possess the requisite human resource capabilities. i.e. minimum 20 professionals and should be in permanent roster of the selected bidder working in the area of video production/quality assurance/Implementation operations.	Bidder should possess the requisite resource capabilities i.e minimum 10 professionals and should be in permanent roster of the selected bidder working in the area of video production/quality assurance/implementation operations.	Bidder to comply with EOI terms and conditions.



Replies to the Pre-Bid queries for EOI 06/2023-24 dated 21/10/2023 for Expression of Interest for Empanelment of Content Development and Hosting Services for E-Learning Solution in Canara Bank.

63	23	ANNEXURE-3 Eligibility Criteria Declaration	Eligibility Criteria	<p>S.No.8 Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means:</p> <p>a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. A natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p>	<p>Please clarify Is consortium or joint venture allowed in this empanelment?</p>	NO
64	22	ANNEXURE-3 Eligibility Criteria Declaration	Eligibility Criteria	<p>S.No. 4 The bidder should have supplied content development service for e-learning solutions in at least three Govt. depts./ Public sector Unit/ Schedule commercial Banks /IITs/IIMs/Universities /MNCs in India.</p>	<p>Please amend this clause as below: The bidder/Consortium partner should have supplied content development service for eLearning solutions in at least three Govt. depts./ Public sector Unit/Schedule commercial Banks /IITs/IIMs/Universities /MNCs in India.</p>	Bidder to comply with EOI terms and conditions.
65	22	ANNEXURE-3 Eligibility Criteria Declaration	Eligibility Criteria	<p>S.No.6 The agency must have in- house production facilities for production and editing of contents in all forms including video in high definitions, research based technical content etc.</p>	<p>Please amend this clause as below: The Bidder/Consortium partner must have in- house production facilities for production and editing of contents in all forms including video in high definitions, research based technical content etc.</p>	Bidder to comply with EOI terms and conditions.
66	34	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	<p>1.21. The duration of the videos should be not more than 30 minutes and the duration will be decided by the bank from case to case. Videos should be of high quality and should be compatible for viewing on landscape and portrait view on mobile.</p>	<p>Please specify the cumulative duration of all modules</p>	Need based at the discretion of the Bank for both courses and videos
67	34	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	<p>1.21. The duration of the videos should be not more than 30 minutes and the duration will be decided by the bank from case to case. Videos should be of high quality and should be compatible for viewing on landscape and portrait view on mobile.</p>	<p>Please clarify if there is a minimum required duration for each module</p>	Video or course should engage the user for 20 to 30 minutes
68	34	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	<p>2.1. E-learning Content Development: The project will result in creation of multimedia information based e-learning Modules (E Learning modules includes E courses with assessment and videos). The modules should be developed using the state- of-the-art e-learning techniques to deliver simple, and clear information. The modules developed should be compatible with the E-LMS implemented.</p>	<p>Is there a preferred authoring tool that we can use? Is it fine to use Articulate Storyline?</p>	Yes, Articulate Storyline can be used



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69	33	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.5. Depending on the content, context and user capability a module will be categorized as Basic, Intermediate or Advanced level. □ Basic Level Module: Designed for conceptual understanding and clarify and creating awareness among users □ Intermediate level Module: Designed for development operational procedures and implementation □ Advanced level Module: Designed for developing higher skills or knowledge, in-depth analysis on the topic.	How is the quote to be provided? Do we need to provide a rate card now? Or is there a specific volume of Basic, Intermediate, and Advanced courses that we need to quote for?	This is only for empanelment of vendors, detailed costing will be dealt in Bid later.
70	33	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.5. Depending on the content, context and user capability a module will be categorized as Basic, Intermediate or Advanced level. □ Basic Level Module: Designed for conceptual understanding and clarify and creating awareness among users □ Intermediate level Module: Designed for development operational procedures and implementation □ Advanced level Module: Designed for developing higher skills or knowledge, in-depth analysis on the topic.	Would need more information or example on this point to understand the basic, intermediate and Advanced level	The classification is based on the course content not on the presentation level (Level 1,2 &3). The clarification sought is available in the technical specification itself.
71	NA	Annexure 12 Scope of Work	Generic	Generic	Would like to gain a better understanding of the volume or quantity of eLearning content that falls within the scope of work. It's not specified in the RFP, so additional details would be helpful.	Based on their requirement spanning over three years.
72	35	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	2.2. Specifications: 2.2.5. Modification/ updation of the e-Courses and videos from time to time by the Bidder or by the Bank at its discretion.	What will be the approach towards modification/change request scope of work and the cost format	This is only for empanelment of vendors, detailed costing will be dealt in Bid later.
73	34	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.3.The modules shall be developed in multiple languages as per the requirement of the Bank, machine voice can be used for voice over.	Do you want us to incorporate the quizzes and assessment part within the module? How many no of attempts to be given?	Few Knowledge checks to be incorporated in the lesson. Detailed Quiz containing 30- for each module to be provided in excel along with the correct answers.
74	34	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.22. The content should be compliant with accessibility guidelines (for differently abled people such as including captions/subtitles)	Is there any specific guidelines to be followed as that for 508 compliance or so?	As per Best Industry practices and compatible for JAWS package.
75	35	Section 3	Content Development Standards		Is there any file sharing mechanism to be followed for sharing the files for review?	Files can be uploaded in cloud based links.



Replies to the Pre-Bid queries for EOI 06/2023-24 dated 21/10/2023 for Expression of Interest for Empanelment of Content Development and Hosting Services for E-Learning Solution in Canara Bank.

76	36	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	<p>4. Content Development Methodology S.No.4.2 Step-III: Submission of Storyboard by the Bidder. It should comprise Screen- wise content and other features details, in visual format (Power point presentation etc.,) to enable the BANK to appreciate the presentation of the content and also in text format for making corrections, if any. The maximum time frame for completing the story board would be 2 weeks from the date of MSD, 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 Module to the BANK if necessary (containing the table of contents, number of screens and level of user interactivity etc.). The actual cost of the Module should not exceed by more than 15% of the revised project cost in any case.</p>	Is this 2 weeks for 5 modules of 30 min duration each?	The time frame for completion of storyboard would be 2 weeks from the date of MSD. The bidder should have the capability of developing minimum 5 modules simultaneously (with in 2 weeks).
77	36	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	<p>4. Content Development Methodology S.No.4.2 Step-IV: After approval of the Storyboard, Alpha (Draft) version of the Module with sample voiceovers (to enable the BANK to select the appropriate one) will be developed and delivered by the Bidder. The maximum time frame for completing the Alpha version would be 2 weeks from the date of approval of story board. Thereafter the Beta version of the e-Course, with total voice over (which will be equivalent to CD/DVD/ Pen drive version of the e-Course, 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.</p>	Which are the languages in which localization have to be done? And, is it only machine VO for localization as well?	Preferred Languages are either English or English with Hindi (Bi lingual). Other regional languages are optional as per Banks requirement. Regional Language is not a major criteria. Any voice (either Machine or Human voice) at the discretion of the Bank.
78	12	14. Submission of Bids	14.3. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.	NA	How does the submission of bid to be done	Physical Hard copy to be submitted.



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79	14	21. Intimation to the successful Bidders	The Bank will prepare the list of Bidders on the basis of evaluation. The short listed applicants (empaneled bidders/vendors) will be notified on the Bank's website (www.canarabank.com)/Notice Board. No separate intimation will be sent to individual Bidders.	NA	Any tentative date when this will be highlighted	Clause is self explanatory. Empanelment letter will also be issued to short listed Bidders.
80	33	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.6. Each E-learning course shall mention its objectives, Target group, should have two or more topics. Each topic should have 30 webpages (expecting users to invest around a maximum of 30 minutes to learn).	Please elaborate with webpages, does this mean web screens?	It is no. of screens (slides).
81	34	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.3. The modules shall be developed in multiple languages as per the requirement of the Bank, machine voice can be used for voice over.	Does Canara Bank will share the questions for quiz or vendor have to prepare that	Vendor has to prepare based on the input materials given by Bank.
82	34	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.18. E-learning modules should accommodate different devices viz., desktops, tablets, smartphones etc. of various operating systems adapting to various screen sizes and orientations.	Is there any specific technology expected for module development like Storyline, Articulate etc.	We prefer articulate. However, if the vendor prefers any software for development of the courses. the output files shall be compatible with our LMS.
83	34	Annexure 12 Scope of Work	1. Specifications for creation of E-Learning modules	1.21. The duration of the videos should be not more than 30 minutes and the duration will be decided by the bank from case to case. Videos should be of high quality and should be compatible for viewing on landscape and portrait view on mobile.	Is any real video shooting expected by vendor	We prefer animated videos . If any real video shooting is required, bank will intimate while calling for Bid.



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84	21	ANNEXURE-3 Eligibility Criteria Declaration	Eligibility Criteria	<p>S.No.2 The Bidder should have average turnover of Rs.5 Cr (Rupees Five Crore) Et above in the last 3 (three) financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies.</p>	<p>Dear sir, Assuming the number of hours cost is 2 lakhs per hour, as per your condition, the bidder should have completed 2,500 hours of e-content It means assuming 300 working days, hence bidder should deliver 1 hour per day. Hence are u planning to award around 200- 300 hours content in a year ? NO. Hence this big figure of 5 crores will allow only a few corporates to participate. I am confidently saying that 5 crores of turnover in e-learning will make u only 3-4 players who also serve foreign clients. Their price is 4 times more than what you expect. Normal prices are 2 lakhs per hour then the big player's price will be 6 lakhs per hour. You will unnesasary empanel white elephants who will not work for you, and only for the sake of Logo, they will work. We were also empanelled in CANARA bank last time. Hardly 5 lakhs bill we could raise in 5 years. Maximum you may be spending 30 lakhs on e-learning but you are asking for 5 crores turn over companies. Is it not something with NO logic? Think about. Even SBI has a 50 lakhs turnover nut you have set 5 crores as turn over limit. I think your maths is wrong. Rethink. By this clause, not even 5 companies will come forward. It will be for sure a failure. I have 25 years of experience in e-learning and content development and worked with all the banks. Your 5 crores limit is a hurdle for sure.</p>	Refer Corrigendum-1.
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Place : Bengaluru
Date : 08/11/2023

OB
Wadhwa
Deputy General Manager

