

PREBID CLARIFICATION

I-HUB QUANTUM TECHNOLOGY FOUNDATION, IISER, PUNE

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Tender Ref. No: **I-HUBQTF/PUR/23-24/120**

Tender Published Date: **28/12/2023**

Tender ID: **GEM/2023/B/4378650**

Pre-bid Conference Date: **05/01/2024, 15:00**

Item of Procurement: **Unified Learning Management Solution**

Clarification Date: **18/01/2024**

At the outset, the Technical Committee welcomed all the Members and the Representatives of Prospective Bidders and briefed in general the scope of the tender and thereafter requested the Chair to brief the bidders on the salient features of the tender.

Pre-Bid meeting was scheduled on 05/01/2024 at 3.00 PM and minutes of meeting is as follows:

The representatives present were satisfied with the replies given and it was informed that the corrections / additions / clarifications given, as discussed during the Pre-Bid Conference would be hosted on the website of I-HUB QTF, IISER Pune and all the Prospective Bidders are required to take cognizance of the proceedings of the Pre-Bid Conference before submitting their bids as stipulated in the Bidding Documents. Attached are the detailed technical and commercial queries with their clarifications (Annexure I).

The other terms & conditions of the notice issued on our I-HUB QTF's website (quantech.org.in) and e-Procurement/GeM portal will remain unchanged. No more correspondence in this regard will be entertained. The other terms & conditions of the notice issued on e-Procurement/GeM portal and on I-HUB QTF's website will remain unchanged. No more correspondence in this regard will be entertained. The meeting ended with vote of thanks.

Sd/-

Project Director

Technical Clarifications/Amendment

(Annexure I)

SN	Query / Clarification Sought	Clarification / Amendment
Ref: Scope of Work Document, Page 01, Row 13.		
1	<p><u>Tendered Specification:</u></p> <p><i>The service provider should provide at least 5 references of any government institutes where they have successfully supplied similar kind of LMS platform.</i></p> <p>Request for a relaxation in this clause to consider private corporate references and listed company references.</p>	<p>Specification amended as:</p> <p><i>The service provider should provide at least 2 references of any government institutes and 3 references of any private organisations where they have successfully supplied similar kind of LMS platform</i></p>
Ref: Scope of Work Document, Page 04, Row 41 - 50.		
2	<p><u>Tendered Specification:</u></p> <p><i>Instructor-led Training (ILT), Curriculum Resource Management, Scheduling</i></p> <p>Are the features listed from Sr. No. 41 – 50 mandatory?</p>	<p>Clause deleted from 41-50.</p>
Ref: Scope of Work Document, Page 02, Row 10.		
3	<p><u>Tendered Specification:</u></p> <p><i>The key modules in the application to include</i></p> <p>What does “Cost Sheet” refers in the Specification headed: “The key modules in the application to include”</p>	<p>Clause deleted.</p>
Ref: Scope of Work Document, Page 07, Row 138.		
4	<p>Please explain the feature:</p> <p><i>System has a built-in tool to analyze results of training needs assessments.</i></p>	<p>The system to be capable of providing feedback to the users (based on quiz scores) regarding user’s progress in learning path.</p>
Ref: Scope of Work Document, Page 02, Row 12.		
5	<p>Please explain the feature:</p> <p><i>Copyrighted content from reputed publishers.</i></p> <p>What is required with respect to this feature?</p>	<p>Clause deleted.</p>
Ref: Scope of Work Document, Page 03, Row 10.		
6	<p>Please explain the feature:</p> <p><i>System provides a "Staging/preview" features where portal page designs are developed and evaluated prior to releasing to the production environment.</i></p>	<p>This is needed to test or preview the feature/page/content prior releasing it for the public.</p>

Ref: Scope of Work Document, Page 02, Row 13.		
7	<p>Please explain the feature:</p> <p><i>Internal Repository for internal magazine and newsletter publications</i></p> <p>Is this requirement for creating articles and publishing it?</p>	Clause deleted.
Ref: Scope of Work Document, Page 03, Row 08.		
8	<p>Request you to make this be flexible: <i>System allows users to customize their own theme in the dashboard page without requiring technical assistance.</i></p> <p>Users may have a standard dashboard where they may not be able to add/remove elements from the dashboard.</p>	Specification amended as: <i>Users may have a standard dashboard page where they will find their recent progress, scores, achievements, etc.</i>
Ref: Scope of Work Document, Page 03, Row 13.		
9	<p>Which video conferencing tool will be used for this? Also, please explain if you have your own Digital Library or you need one with the system.</p> <p><i>System has the ability for single one integration with Digital library and virtual classroom (instructor led live-classes)</i></p>	<p>Specification amended as: <i>System has the ability for single one integration with Digital library and virtual classroom (instructor led live-classes).</i></p> <p>The service provider to provide us with a digital library/space which the users would access for additional content such as references, pdfs, other video content, etc.</p>
Ref: Scope of Work Document, Page 05, Row 63.		
10	<p>Please explain the feature:</p> <p><i>Collection – Finance, Security, Leadership, Management, Leisure, Technology, Current Affairs, Ted Talks, Management talks, Finance Magazines, etc.</i></p>	Clause deleted.
Ref: Scope of Work Document, Page 06, Row 102.		
11	<p>Which HRMS system it needs to integrate with? Kindly provide details:</p> <p><i>System allows to sync back the completed user course details back to HRMS system.</i></p>	Clause deleted.
Ref: Scope of Work Document, Page 07, Row 119.		
12	<p>Please explain the feature:</p> <p><i>System provides a built-in Graphical (WYSIWYG) designing tool wherever it applicable.</i></p> <p>Please specify designing capabilities.</p>	Clause deleted.

Ref: Scope of Work Document, Page 01, Row 01.		
13	<p><u>Tendered Specification:</u></p> <p><i>The service provider must be an end to end solution provider; managing everything in an automated manner; right from the User Registrations, Payment Gateways, generating respective username passwords, hosting and streaming the videos/course content, automation of quizzes, to giving out the soft copy certificate at the end.</i></p> <p><u>Query:</u></p> <ul style="list-style-type: none"> Will you be providing payment gateway, or should that be provided from our end. If we have to provide how would the money transaction happen between students, us and you. We assume the application and the content has to be hosted in our application or will you providing the server for hosting the application? 	<p>Payment gateways by any Indian company like Cashfree, Razorpay, Paytm, etc. to be provided by the service provider.</p> <p>The service provider to provide the hosting for the application as well as the entire platform.</p>
Ref: Scope of Work Document, Page 01, Row 02.		
14	<p><u>Tendered Specification:</u></p> <p><i>Catering to around 1,000 to 5,000 students/working professionals per year; 10,000 maximum.</i></p> <p><u>Query:</u></p> <ul style="list-style-type: none"> The user numbers 1000 – 10,000 seems to have a huge difference, what is the actual number anticipated. If there is platform already in use for this activity, what is the current user numbers. Also, what is the maximum concurrency expected. 	<p>The actual number of users anticipated aren't confirmed yet. This is the first-time requirement from our side. The service provider can quote their prices according to the Cost Sheet Format (ANNEXURE II) provided in the ATC.</p>
Ref: Scope of Work Document, Page 03, Row 02.		
15	<p><u>Tendered Specification:</u></p> <p><i>System allows to create separate "domains" – with their own content, resources, catalogs, or any combination of those.</i></p> <p><u>Query:</u></p> <p>What do you mean separate domains – do you mean category and sub category?</p>	<p>Clause deleted.</p>

Ref: Scope of Work Document, Page 03, Row 06-07.		
16	<p><u>Tendered Specification:</u></p> <p>6. System allows development and integration of content and interfaces via 3rd party tools.</p> <p>7. System allows integration of packaged content from 3rd party providers.</p> <p><u>Query:</u></p> <p>Need more information on this requirement, like the third party tool and the functionality expected.</p>	Clauses 6-7 deleted.
Ref: Scope of Work Document, Page 04, Row 33.		
17	<p><u>Tendered Specification:</u></p> <p>Mobile App is available in both Android and iOS.</p> <p><u>Query</u></p> <ul style="list-style-type: none"> • Will be using our mobile app or would you prefer a custom mobile app. • If custom mobile app, where will it be hosted? Will you be providing the IOS and android developer credentials to host the mobile app. 	The service provider can provide their already existing standard app for users to access LMS. If the service provider does not have the same, they need to build the same using their own hosting and development infrastructure.
Ref: Scope of Work Document, Page 05, Row 69-70.		
18	<p><u>Tendered Specification:</u></p> <p>69. Internal library for internal newsletters, magazines, etc.</p> <p>70. Integration with LMS / Library Management module.</p> <p><u>Query:</u></p> <ul style="list-style-type: none"> • What do you mean by internal library with newsletters and magazines? Please clarify as it is general new letters or something specific. • What library management system do you want to integrate? 	The service provider to provide us with a digital library/space which the users would access for additional content such as references, pdfs, other video content, etc.
Ref: Scope of Work Document, Page 06, Row 104-105.		
19	<p><u>Tendered Specification:</u></p> <p>104. System can integrate with external SMTP mail system.</p> <p>105. System supports and integrate via LDAP.</p> <p><u>Query:</u></p> <p>We assume you will provide the necessary information for SMTP Integration.</p>	Yes, we will provide email configuration details required for automated communication with the users.

Ref: Scope of Work Document, Page 07, Row 120.		
20	<p><u>Tendered Specification:</u></p> <p><i>System supports designing WBT with 3rd party tool.</i></p> <p><u>Query:</u></p> <p>Need clarity on the 3rd part WBT tool, you wanted to integrate, hope you have the tool and will provide us the necessary API to integrate.</p>	Clause deleted.
Other Technical Queries		
21	Is a cloud-based hosted platform such as Azure, AWS, etc. allowed to bid for this request?	Yes, hosting platform/space is to be provided by the service provider.
22	Which payment gateways are required to be integrated in the platform?	Payment gateways by any Indian company like Cashfree, Razorpay, Paytm, etc. to be provided by the service provider.
23	Does the scope of work also involve content development? If yes, please specify.	Content Development such as quizzes, graphical design of the certificate, text summaries of the lessons, may be required from the service provider.
24	Lumpsum cost to be provided for how many users? Please specify.	Please refer the Cost Sheet Format (ANNEXURE II).
Commercial Queries		
25	Scope of Work and Service Level Agreement document seems to be same.	Yes, please consider both the documents as same.
26	Please provide a format for uploading "Price Breakup" during submitting the bid.	Please refer the Cost Sheet Format (ANNEXURE II).
27	We are MSME registered firm. Is there an exemption for MSMEs for EMD and Tender Fee? If yes, how to avail the exemption.	MSMEs are exempted from EMD, Tender Fee, Experience and Turnover Criteria. However, only Original Equipment Manufacturers/Service Providers are allowed for exemptions. Resellers/Traders don't fall under exempted criteria.

Sd/-

Prof. TS Mahesh

Chair

Sd/-

Prof. MS Santhanam

Member

Sd/-

Dr. Mukul Kabir

Member

Sd/-

Mr. James Johnson

Member

FORMAT FOR PRICE BREAKUP - Unified Learning Management Solution

The bidders are requested to provide their prices in their price bid as per the below format:

SN	Particulars	Amount in Rs.	GST Amount	Total amount in Rs.
1	Cost for User Base			
	Minimum cost for Users upto 1000:			
	Additional Cost per user (for Users 1001 – 5,000):			
	Additional Cost per user (for Users 5,001 – 10,000):			
	Additional Cost per user (for Users above 10,000):			
2	Cost for Space in GB			
	Minimum cost for space upto 300 GB:			
	Additional Cost for 301 GB – 500 GB:			
	Additional Cost for 501 GB – 1,000 GB:			
	Additional Cost for above 1,000 GB:			