

Response to the Pre-bid Queries

**RFP for Selection of Agency for Development of e-Content for Standard 1 to 4 for Samagra Shiksha (SS) on behalf of Gujarat Institute of Educational Technology (GIET), Ahmedabad.
(RFP.NO. GIL\SSA\ e-Content 1 to 4\2019-20 DATE: 27.01.2020)**

| Sr. No. | Tender Reference | | Query / Clarification / Suggestions from the Venders | Responses to Vendors |
|---------|--|--|---|--|
| | Page No./Section No./ Clause No. | Tender Description | | |
| 1 | Page No. 4 Eligibility Criteria No. 3 | The bidder should have Quality certifications (SEI-CMM Level 3 or above or SCORM). Copy of the valid certificate | For successful submission of all required documents, we would like to request you for an extension of submission deadline by around 10 days. We would also like to request for relaxation the norm of minimum certification requirement from CMMi level 3 to ISO 9001:2015. Kindly oblige by accepting the request. | The bidder should have Quality certifications (SEI-CMM Level 3 or ISO 9001:2015 above or SCORM). Copy of the valid certificate. |
| 2 | Page No. 8 Technical Design | Make sure that the eContent is accessible through any device, operating system and browser. | Major browsers are Chrome, Firefox and Explorer/Edge. Please let us know if there are any other browsers on which the eContent needs to run. | As per RFP |
| 3 | Page No. 10 Minimum indicative general parameters | The content should also have recording and playback features for work done by teachers. | Kindly elaborate on the 'recording and playback features'. Will the teachers be uploading their videos on the platform? | As per RFP. It is expected that the eContent should be Compatible for screen recording of user annotations through LMS |
| 4 | | The eContent should have subtitles in Gujarati, English & other, as required in terms of language as a subject. | Please let us know the 'other' language required. Total how many languages are required? | As per RFP. Subtitles for Languages as subject shall be in respective languages as mentioned in annexure of the RFP. In addition to it, subtitles for all other subjects should be in Gujarati |
| 5 | Page No. 11 Minimum indicative general parameters | Should be developed on open source platform & work on any Operating system. Should be platform agnostic and device independent. | Almost all devices use either Windows or IOS as operating system. Please let us know if there are any other specific operating systems in which the eContent needs to be working. | As per RFP |
| 6 | | Should be compatible with Learning Management Systems (LMS) provided by SSA. Selected bidder shall be responsible for integration of new developed eContent with LMSs provided by SSA. And The web & mobile based LMS application should have separate modules for Admin (State, District, and Block level), Teachers and Students for each school with role based login, access & privileges. The LMS application should have classroom planning module for teachers to effectively plan classroom activities. LMS Application should store logs of usage and assessment by school, class, subject, students which shall be captured in both online and offline mode (auto sync of log when connected to internet). | The said clauses on the LMS requirement are contradictory. Kindly let us know if SSA will be providing the LMS or is the vendor required to provide the LMS. | LMS Will be provided by Samagra Shiksha |

| | | | | |
|----|--|--|---|--|
| 7 | Page No. 23 IMPLEMENTATION TIMELINES | Successful completion of Design, Development of eContent & Integration of developed e-Content with LMSs provided by Samagra Shiksha - T+60 Days | Is the vendor required to complete the development of all the modules as listed under 'Annexure C' of the RFP in 60 days. Or can the development be done phase wise, first phase of 10 hours being completed in 60 days. Kindly clarify. | As per RFP |
| 8 | Page No. 30 Section 5 Price Bid Schedule | The rates quoted above shall be inclusive of all the expenses & 5 years warranty and maintenance support services. The rates quoted shall include the efforts of design, development, commissioning & maintenance support services of Learning Management System. | This clause mentions 'maintenance support services of Learning Management System'. Please let us know if the vendor is required to provide maintenance support of LMS. This will be possible only if the LMS is developed by the vendor. | The clause is revised as under: "The rates quoted above shall be inclusive of all the expenses & 5 years warranty and maintenance support services. The rates quoted shall include the efforts of design, development, commissioning, integration with LMS & maintenance support services of developed eContent" |
| 9 | Page No. 40 Annexure C | The Topics which covers whole syllabus provided by the Samagra Shiksha (SS), Gujarat Institute of Educational Technology (GIET), Ahmedabad for Development of e-Content for Standard 1 to 4. | What is the expected duration of each of the modules listed under 'Annexure C'. Total how many hours of eContent is envisaged to be developed under this project? | It is expected that developed eContent should be in-line with academic calendar year and will be subjected to inputs given during curation period by GCERT or any other agency designated by Samagra Shiksha |
| 10 | Page No. 4 Eligibility Criteria No. 4 | The bidder should have completed at least 3 projects of production of e-learning content in education sector with each project having minimum order value of Rs. 25 Lacs in the last five (5) years. Details of such projects undertaken along with Copy of Work Order /clients' completion certification/letter. | We have completed more than 3 projects of education sector with project having minimum order value of Rs. 25 Lacs in the last five (5) years | The clause is revised as under: "The bidder should have completed at least 3 projects of production of e-learning content with minimum amount totaling to Rs. 75 Lacs (Sum of amount of such 3 work orders) in the last five (5) years as on bid submission date. Details of such projects undertaken along with Copy of Work Order & certificate from client confirming completion / performance" |
| 11 | Page No. 4 Eligibility Criteria No. 5 | Proof of production of digital contents (portfolio) Should have own studio/ tie up with a studio, and fulltime qualified employees skilled in design, production and editing 2D and 3D animation; video grabbing, etc. Should have capabilities of producing at least 10 hours (approx. 10 modules) worth digital contents in 30 days; | We have full time qualified employees skilled in design, production and editing 2D and 3D animation; video grabbing, etc. and also have the capabilities of producing at least 10 hours (approx. 10 modules) worth digital contents in 30 days | As per RFP |
| 12 | Page No. 3 | Earnest Money Deposit (E.M.D.) (Refundable): Rs. 10,00,000/- (Rupees Ten Lac Only) | We are SSI unit and We also have MSME Udhdyog Aadhaar Memorandum certificate and NSIC Certificate. Requesting to Please exempt/give relaxation us for depositing EMD and Tender fee. | MSME/Startup not exempted for EMD & Bid processing fees. |
| 13 | Page No. 4 Eligibility Criteria No. 3 | The bidder should have Quality certifications (SEI-CMM Level 3 or above or SCORM) Copy of the valid certificate | Since CMMI certificate is for software development companies to appraise process improvement within in the organization, and scope of work is more focused on development of Educational content. Therefore we request to the department to kindly amend this clause with ISO 9001 and ISO 27001 certificate which is quality management and IT Security certificate. | The bidder should have Quality certifications (SEI-CMM Level 3 or ISO 9001:2015 above or SCORM). Copy of the valid certificate. |

| | | | | |
|----|--|--|---|--|
| 14 | Page No. 4 Eligibility Criteria No. 5 | Proof of production of digital contents (portfolio) Should have own studio/ tie up with a studio, and fulltime qualified employees skilled in design, production and editing 2D and 3D animation; video grabbing, etc. Should have capabilities of producing at least 10 hours (approx. 10 modules) worth digital contents in 30 days; | As the past experience of bidder has already been covered in experience criteria, therefore we request to the department to kindly evaluate bidders for production capability on basis of following – <ul style="list-style-type: none"> • Confirmation of studio • Numbers of employees involved in content development • Qualification and experience of content development team • Undertaking to develop to hours content in 30 days | Documentary Proof: Bidder's undertaking on company's letterhead considering the eligibility criteria |
| 15 | Page No. 24 ARTICLE – 38: INTELLECTUAL PROPERTY RIGHTS (IPR) | The IPR & Copyright of the published and unpublished source code of developed eContent & any customization during contract period shall remain with Samagra Shiksha/GIET. The selected bidder shall sign any/all the documents in this regard and hand over the source code, Meta data details etc. to SSA/GIET before release of final payment. | As per RFP, IPR source codes are to be given, then will the consortium will be allowed for this RFP. If consortium is not allowed then please give us concession on submission of IPR. | As per RFP |
| 16 | | | | |
| 17 | | Additional Request | In the above RFP humble request to let us know the number of schools where in the e- content needs to be installed, for future maintenance and upgradation purpose. | The eContent shall be deployed in Gujarat state data centre (GSDC). Selected Bidder shall have to install the updated version in cloud infrastructure of GSDC and notification shall be generated at end user to update the content for any version of eContent updation done at GSDC. |
| 18 | Page No. 3 | Earnest Money Deposit (E.M.D.) (Refundable): Rs. 10,00,000/- (Rupees Ten Lac Only) | Will there be any waiver of EMD in case of a company is MSME registered. | MSME/Startup not exempted for EMD & Bid processing fees. |
| 19 | Page No. 4 Eligibility Criteria No. 3 | The bidder should have Quality certifications (SEI-CMM Level 3 or above or SCORM) Copy of the valid certificate | Please give us the option of ISO certificate or CMM Level 3 certificate | The bidder should have Quality certifications (SEI-CMM Level 3 or ISO 9001:2015 above or SCORM). Copy of the valid certificate. |
| 20 | Page No. 4 Eligibility Criteria No. 4 | The bidder should have completed at least 3 projects of production of e-learning content in education sector with each project having minimum order value of Rs. 25 Lacs in the last five (5) years. | In clause of Minimum order of 25 lacs for digital content request that the orders to include also as briefed below apart from Digital Content, orders of other products sold related to Education segment. <ul style="list-style-type: none"> A) Smart Classes. B) Tablet Labs. C) Books related to Education. D) Software related to Education. E) Tools to help students to enhance their ability and capability and understanding made much easier. | The clause is revised as under: “The bidder should have completed at least 3 projects of production of e-learning content with minimum amount totaling to Rs. 75 Lacs (Sum of amount of such 3 work orders) in the last five (5) years as on bid submission date. Details of such projects undertaken along with Copy of Work Order & certificate from client confirming completion / performance” |
| 21 | Page No. 3 | Earnest Money Deposit (E.M.D.) (Refundable): Rs. 10,00,000/- (Rupees Ten Lac Only) | We are education software solution provider company, we are MSME company based in India. In connection of RFP.NO. GIL\SSA\e-Content 1 to 4\2019-20 we would like to know is waived off EMD for MSME units or startup Company | MSME/Startup not exempted for EMD & Bid processing fees. |

| | | | | |
|----|--|---|---|--|
| 22 | Page No. 3 | Earnest Money Deposit (E.M.D.) (Refundable): Rs. 10,00,000/- (Rupees Ten Lac Only) | We ADS Softek is a MSME registered company, EMD is waived off for us. Please confirm the same | MSME/Startup not exempted for EMD & Bid processing fees. |
| 23 | Page No. 4 Eligibility Criteria No. 2 | The bidder should have average financial turnover of Rs. 2.5 crore in last three years ending on 31st March 2019 or cumulative of Rs. 7.5 Cr from last three years as on 31st March 2019. The turnover should come from digital learning content development for LMS/SCORM (Sharable Content Object Reference Model) compliant platform only and should not include other transactions with its subsidiary companies or with anyone under reciprocal agreements. Balance Sheet and Profit and Loss statement clearly mentioned the income from content development for LMS/SCORM compliant platform. Provisional Balance sheet / Financial statement should be signed by an auditor. | We herewith request you to amend turnover criteria as below since asked turnover criteria is restricting the competitions from capable bidders who can execute the project successfully, so please consider turnover criteria as below: The bidder should have average financial turnover of Rs. 2.5 crore in last three years ending on 31st March 2019 or cumulative of Rs. 7.5 Cr from last three years as on 31st March 2019. The turnover should come from "Software Development" OR "Digital learning content development for LMS/SCORM (Sharable Content Object Reference Model) compliant platform" and should not include other transactions with its subsidiary companies or with anyone under reciprocal agreements. | Revised clause is as below: The bidder should have average financial turnover of Rs. 2.5 crore in last three years ending on 31st March 2019 or cumulative of Rs. 7.5 Cr from last three years as on 31st March 2019. The turnover should come from "software development" including "digital learning content development" and should not include other transactions with its subsidiary companies or with anyone under reciprocal agreements. Balance Sheet and Profit and Loss statement clearly mentioned the income from "software development" including "digital learning content development" OR CA certificate for turnover & Profit and Loss statement clearly mentioned the income from "software development" including "digital learning content development" |
| 24 | Page No. 4 Eligibility Criteria No. 4 | The bidder should have completed at least 3 projects of production of e-learning content in education sector with each project having minimum order value of Rs. 25 Lacs in the last five (5) years. Details of such projects undertaken along with Copy of Work Order /clients' completion certification/letter. | In this reference, we would like to mention here that as per standard practice in all Government tenders authority always ask experience with multiple options without affecting capability of the bidder to get maximum competitions from qualified and capable bidders. Please consider our request as below: The bidder should have completed project(s) of production of e-learning content in education sector in the last five (5) years with project having minimum order value as below: 1 project of minimum Rs. 75 lacs OR 2 projects of minimum value of Rs. 35 lacs each OR 3 projects of minimum value of Rs. 25 lacs each. | The clause is revised as under: "The bidder should have completed at least 3 projects of production of e-learning content with minimum amount totaling to Rs. 75 Lacs (Sum of amount of such 3 work orders) in the last five (5) years as on bid submission date. Details of such projects undertaken along with Copy of Work Order & certificate from client confirming completion / performance" |
| 25 | Page No. 4 Eligibility Criteria No. 3 | The bidder should have Quality certifications (SEI-CMM Level 3 or above or SCORM) Copy of the valid certificate | We would request you to please consider CMM Level 5 instead of CMM Level 3. | The bidder should have Quality certifications (SEI-CMM Level 3 or ISO 9001:2015 above or SCORM). Copy of the valid certificate. |
| 26 | Page No. 11 Minimum indicative general parameters | Should be compatible with Learning Management Systems (LMS) provided by SSA. Selected bidder shall be responsible for integration of new developed eContent with LMSs provided by SSA | 'Please explain integration required in detail. Its API based integration? Pls. let us know current LMS details, technology, framework etc. | It will be shared with the selected bidder. |

| | | | | |
|----|---|--|--|--|
| 27 | | Should have functionality for creation & publishing of online assessment by uploading or creating a question bank in mutually decided template & file formats. It should provide a platform for conducting online exams / assessment / quizzes of students / teachers. | Sample Contents are required for effort estimations for following: 1. question bank 2. online exam 3. assessment 4. quiz | As per RFP |
| 28 | | Assessment module should have features for conducting detailed analysis of assessments carried out & generating reports as required. | Please share the sample formats the reports of detailed analysis of assessments | As per RFP |
| 29 | | The web & mobile based LMS application should have separate modules for Admin (State, District, and Block level), Teachers and Students for each school with role based login, access & privileges | Please share the list of modules, privileges required for Admin from (State, District, and Block Level)?? | LMS Will be provided by Samagra Shiksha |
| 30 | | The LMS application should have classroom planning module for teachers to effectively plan classroom activities. | Is this requirement different then classroom transaction mentioned in RFP? How exactly planning module works? | LMS Will be provided by Samagra Shiksha |
| 31 | | Warranty & Maintenance period shall be for 5 years. Bidder will provide Onsite maintenance and support for eContent for Five years after deployment on live server. | There should be a provision in Financial Bid format for Maintenance Charges OR Manpower Cost per year as this requirements is for Modifications, alterations, additions. | As per RFP |
| 32 | Page No. 12 Deployment | The eContent shall be deployed in Gujarat state data centre (GSDC). The bidder shall have to suggest the pre-requisites for hosting & deployment of the same in SDC. | Please let us know for concurrent users for Web Based LMS and mobile app separately? And is there any limitations on technology and database front? | LMS Will be provided by Samagra Shiksha |
| 33 | | Successful bidder shall be responsible for Security audit through CERT-In and EQDC testing of the application and cost for the both will be borne by the Successful bidder. | There should be separate head and ask for cost specifically for each Security Audit, as this cost will be very case to case and for each instance. | As per RFP |
| 34 | Page No. 12 Training | Successful bidder shall provide training to Concerned officials/teacher. The training for 1 day would be provided to maximum of 100 concerned officials of the department in the batches of 25. | Total how many persons to be trained? And which location this training to be provided? | Clause is revised as under: "Successful bidder shall provide Master Trainer as and when required for providing user training of total 10 full day training sessions at State level (Gandhinagar) |
| 35 | Page No. 4 Eligibility Criteria No. 3 | The bidder should have Quality certifications (SEI-CMM Level 3 or above or SCORM) | also include ISO Certificate i.e. (SEI- CMM Level 3 or above or SCORM or ISO) | The bidder should have Quality certifications (SEI-CMM Level 3 or ISO 9001:2015 above or SCORM). Copy of the valid certificate. |
| 36 | Page No. 4 Eligibility Criteria No. 4 | The bidder should have completed at least 3 projects of production of e-learning content in education sector with each project having minimum order value of Rs. 25 Lacs in the last five (5) years. | Multiple invoice for the same client should be considered to sum up to 25 lakhs. | The clause is revised as under: "The bidder should have completed at least 3 projects of production of e-learning content with minimum amount totaling to Rs. 75 Lacs (Sum of amount of such 3 work orders) in the last five (5) years as on bid submission date. Details of such projects undertaken along with Copy of Work Order & certificate from client confirming completion / performance" |

| | | | | |
|----|--|--|---|---|
| 37 | Page No. 7 Content Analysis | Check quality of raw content for cognitive appropriateness, factual accuracy, inclusiveness and accessibility. | How do you define raw content? | Raw Content means "Content under development before finalization". |
| 38 | Page No. 7 Content Structure | Organise the content in chunks. | Can you please elaborate on "chunks"? | Chunk: Grouping & Sequencing of eContent in appropriate order as per requirement |
| 39 | Page No. 7 Learning Strategies | Design strategies so that eContent will be motivating and interesting | Kindly elaborate on „Motivating and interesting“? | As per RFP |
| 40 | Page No. 8 Planning Layouts | Ensure proximity to facilitate the viewer to follow and correlate pieces of information to construe their meaning | Kindly clarify | As per RFP |
| 41 | Page No. 9 Develop | It should address inclusiveness | Kindly elaborate on inclusiveness | Content should be developed without any discrimination in terms of social, gender and physical disparities to address inclusiveness |
| 42 | Page No. 9 Production- Development of media element | Identify and select appropriate tools (preferably Free and Open Source) that meet the necessary compliance standards to develop the media elements. | Development can happen even on paid source platform or engine, but the final build provided to the user will not need any paid players. | As per RFP |
| 43 | | Get each media element reviewed by subject expert, technical expert and pedagogical expert before integration. | In-house Experts or some external expert required? | As per RFP |
| 44 | Page No. 9 Preview- Post production evaluation of eContent | Develop a post-production evaluation sheet. Form a preview team that includes subject matter, technical and pedagogical experts. Check technical and instructional aspects Capture experts' feedback in post-production evaluation sheet. Incorporate the necessary changes and finalize the content. | On what guidelines will evaluation will be done and when will the parameters be finalized. | As per RFP |
| 45 | Page No. 10 File Formats to be considered for eContent: | Text: PDF, ODT, DOCX, ePUB | include HTML format i.e PDF, ODT, DOCX, ePUB, HTML | Agreed |
| 46 | | Interactives: Java, HTML | include webgl, webplayers, exe, apk, ipa | Bidder may use any interactives to fulfil the desired requirement & functionalities mentioned in the RFP |
| 47 | Page No. 10 & 11 Minimum indicative general parameters | The content should be accessible in the form of web based and mobile application. Should work on both online & offline (standalone) mode. Should work both in server client architecture & standalone computer mode. Application should be Intranet and Internet based where content can be accessible from server. The developed content should be downloadable in the form of either standard, subject or chapter and also should be playable independently from any external removable media. | To be played from External removable media should not be allowed | As per RFP |
| 48 | Page No. 18 | QCBS (Quality cum Cost Based Selection) Evaluation based on weightage of Technical proposal (60%) & Financial Proposal (40%) | Give more weightage to technical so suggesting that keep it Technical 80% and Financial 20%. | As per RFP |
| 49 | Page No. 3 | Earnest Money Deposit (E.M.D.) (Refundable) | EMD exemption amount should be 2 lacs for companies registered under MSME | MSME/Startup not exempted for EMD & Bid processing fees. |
| 50 | Page No. 19 | The bidder achieving the highest combined technical and financial score will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest combined technical and financial score, the bidder | If the bidder is T1 and in the financial if he is not selected as L1, then the bidder should get the other chance. | As per RFP |

| | | | | |
|----|---|---|---|--|
| | | with the higher normalized technical score will be invited first for negotiations for awarding the contract. | | |
| 51 | Page No. 23 | ARTICLE – 37: PAYMENTS TERMS On Successful development & delivery of the module and integration with LMSs – 50% | Suggestion: 1. Mobilization amount – 30% | See the changes in Corrigendum |
| 52 | Page No. 24 | ARTICLE – 38: INTELLECTUAL PROPERTY RIGHTS (IPR) The IPR & Copyright of the published and unpublished source code of developed eContent & any customization during contract period shall remain with Samagra Shiksha/GIET. The selected bidder shall sign any/all the documents in this regard and hand over the source code, Meta data details etc. to SSA/GIET before release of final payment. | IPR clause should be removed. | As per RFP |
| 53 | Page No. 6 Section 2 Page No. 12 Section 2 | 1. Refer Page No. 6, Section 2, Scope of Work for eContent Development, "Minimum Expected Features" Table. Refer the Last scope "Instructor Led Videos". Also refer Page No. 12, Section 2, Classroom Transaction Methodology for each standard & subject will be indicatively as under:, Point No. 6 "Instructor Led Videos". Kindly note that the entire syllabus is covered through 2D / 3D animation and presentation slides. | The entire syllabus should not be Instructor Led Videos as it will be duplication of the 2D content and also will defeat the purpose of job of a Class Teacher. Hence, request to delete this mandatory requirement. However, there can be a some topics which needs to be explained by an instructor / teacher can be covered / opted for under Instructor Led Videos. | As per RFP |
| 54 | Page No. 4 Eligibility Criteria No. 2 | The bidder should have average financial turnover of Rs. 2.5 crore in last three years ending on 31st March 2019 or cumulative of Rs. 7.5 Cr from last three years as on 31st March 2019. The turnover should come from digital learning content development for LMS/SCORM (Sharable Content Object Reference Model) compliant platform only and should not include other transactions with its subsidiary companies or with anyone under reciprocal agreements. Balance Sheet and Profit and Loss statement clearly mentioned the income from content development for LMS/SCORM compliant platform. Provisional Balance sheet / Financial statement should be signed by an auditor. | We would like to highlight here that due to this clause, start-ups or new company does not get a chance to participate which is unfair, even if they have content asked here readily available. There will also be companies who has all the content ready and might have turn-over in other business but due to this clause, they will not be able to participate in this tender. We would suggest you to change the limit to 1 crore per year or cumulative amount of Rs. 3 crores for last three years ending 31st March 2019. | Revised clause is as below: The bidder should have average financial turnover of Rs. 2.5 crore in last three years ending on 31st March 2019 or cumulative of Rs. 7.5 Cr from last three years as on 31st March 2019. The turnover should come from "software development" including "digital learning content development" and should not include other transactions with its subsidiary companies or with anyone under reciprocal agreements. Balance Sheet and Profit and Loss statement clearly mentioned the income from "software development" including "digital learning content development" OR CA certificate for turnover & Profit and Loss statement clearly mentioned the income from "software development" including "digital learning content development" |
| 55 | Page No. 4 Eligibility Criteria No. 3 | The bidder should have Quality certifications (SEI-CMM Level 3 or above or SCORM) Copy of the valid certificate | We would like to highlight here that this particular quality certification is for Software Development Companies / Institutes / Firms and have little contribution to the development of the content which is asked in this tender. Hence, we request you to remove this clause from the | The bidder should have Quality certifications (SEI-CMM Level 3 or ISO 9001:2015 above or SCORM). Copy of the valid certificate. |

| | | | | |
|----|--|--|---|--|
| | | | eligibility criteria. None of the Content Developers will possess this certification unless they are also into other software developments. | |
| 56 | Page No. 4 Eligibility Criteria No. 2 | <p>The bidder should have average financial turnover of Rs. 2.5 crore in last three years ending on 31st March 2019 or cumulative of Rs. 7.5 Cr from last three years as on 31st March 2019. The turnover should come from digital learning content development for LMS/SCORM (Sharable Content Object Reference Model) compliant platform only and should not include other transactions with its subsidiary companies or with anyone under reciprocal agreements.</p> <p>Balance Sheet and Profit and Loss statement clearly mentioned the income from content development for LMS/SCORM compliant platform. Provisional Balance sheet / Financial statement should be signed by an auditor.</p> | <p>We are the Start-up Company in the segment so the turnover criteria not satisfied with the tender but we full fill and committed with our quality of work, and our quality of work certified by GCERT, Gandhinagar. Thus our humble request to you for access our tender on basis of quality & commitment of work and oblige.</p> | <p>Revised clause is as below: The bidder should have average financial turnover of Rs. 2.5 crore in last three years ending on 31st March 2019 or cumulative of Rs. 7.5 Cr from last three years as on 31st March 2019. The turnover should come from “software development” including “digital learning content development” and should not include other transactions with its subsidiary companies or with anyone under reciprocal agreements.</p> <p>Balance Sheet and Profit and Loss statement clearly mentioned the income from “software development” including “digital learning content development” OR CA certificate for turnover & Profit and Loss statement clearly mentioned the income from “software development” including “digital learning content development”</p> |
| 57 | Page No. 15 ARTICLE – 13: BID SECURITY / EARNEST MONEY DEPOSIT (EMD) | <p>The bidder will have to submit Non-refundable Bid Processing Fees of Rs. 17,700/- & Earnest Money Deposit (E.M.D.) of Rs. 10,00,000/- (Rupees Ten Lac only) (Refundable) on or before date & hours of submission of bid in a sealed cover at GIL office</p> | <p>Request to exempt MSME/NSIC registered companies. MSME companies possessing required experience are exempted from criteria of Turnover and exempted from EMD and tender fees as per Govt. of India Guidelines.</p> <p>A) Page No 19, Point No 10 of Public Procurement Policy for Micro and Small Enterprises Order 2012/ MSME Notification 2012.</p> <p>B) Page No 31, Point No 4 of MSME Schemes Government of India.</p> <p>C) Memorandum issued by Ministry of Finance Department of Expenditure, Procurement Policy Division on 20th Sept 2016. It is clarified that all Central Ministries/Departments/ Central Public Sector Undertakings relax condition of prior turnover and prior experience with respect to Micro and Small Enterprises in all Public Procurement’s subject to meeting of quality and technical specifications (documents are attached for reference).</p> <p>Above exemptions are offered to promote MSME’s and Start-Ups who possess Technology Solution and experience to execute the projects. Financial backup is also offered by Banks for MSME and Start Ups.</p> | <p>MSME/Startup not exempted for EMD & Bid processing fees.</p> |

| | | | | |
|----|--|---|--|--|
| 58 | Page No. 6 Section 2 | SCOPE OF WORK FOR eCONTENT DEVELOPMENT Minimum Expected features - Animated videos (2D and / or 3D) | Kindly specify total duration of proposed Content and also specify whether videos should be 2D or 3D. Justification: For precise pricing bidder will require total duration of proposed content with little bit deviation. Also price will differ for 2D & 3D. So it has to be specific. | As per RFP |
| 59 | Page No. 6 Section 2 | SCOPE OF WORK FOR eCONTENT DEVELOPMENT | Please specify the required Level of Learning content. Level 1, Level 2 or Level 3 Justification: Defined levels will help to prepare the price quotation. Animation, Interactivity, Questionnaire, are different levels for preparing modules that decides the cost of module. Well defined time frame for each level will help bidders to quote accurately. | As per RFP |
| 60 | Page No. 16 ARTICLE – 13 | Performance Bank Guarantee @ 20% | Request to reduce the amount of Performance Bank Guarantee 2 to 3%. Justification: 20% amount of total cost hold for period of Five years is huge amount to block. The incurred interest on this amount is ultimately added up in the bid price by bidders. Hence, reduced PBG to 10% shall ensure bidder's involvement and will not increase the cost of bid. | See the changes in Corrigendum |
| 61 | Page No. 18 ARTICLE – 21 | QCBS (Quality cum Cost Based Selection) Evaluation based on weightage of Technical proposal (60%) & Financial Proposal (40%). | Request you to revise the weightage of Technical proposal to 70% and finance to 30%. Justification: QCBS method of evaluation is adopted in the RFPs where quality is more emphasized than quantity or price. The project is going to deal with academics of young mind where quality of e-Content is matter of Concern. Keeping 60% weightage on Technical proposal, quality will get compromised due to costing. | As per RFP |
| 62 | | Additional Suggestion to add | Request you to depute an authorized committee to finalize the script. | Samagra Shiksha may consider this after selecting the Bidder |
| 63 | Page No. 24 ARTICLE – 37: PAYMENTS TERMS | On Successful development & delivery of the module and integration with LMSs : 50% & Upon curation & final approval of GCERT or any other agency designated by department & rectification of any errors noticed/ other flaws/corrections as required : 30% | Request you to revise the payment terms to 80% after successful development & delivery of the module and integration. Request you to keep final approval at the time of script finalization only. So that it will save time and will avoid rework. | As per RFP |
| 64 | Page No. 4 Eligibility Criteria No. 2 | The bidder should have Quality certifications (SEI-CMM Level 3 or above or SCORM) | E-Content or relevant experience should be asked and document requirement should be on the same line. ISO certification should be considered. Content orders should be considered. | The bidder should have Quality certifications (SEI-CMM Level 3 or ISO 9001:2015 above or SCORM). Copy of the valid certificate. |