



SFY/08/33/2022

22.09.2022

PRE-BID QUERIES AND CSL CLARIFICATIONS

Tender No. SFY/08/33/2022 dated 06.09.2022

(Title: DEVELOPMENT OF DIGITAL SAFETY TRAINING MODULE FOR NOVEX (CSL LMS) PLATFORM)

CSL responses to each query received from the bidders and matters discussed in the Pre-bid meeting held on 22.09.2022 are as follows. The terms and conditions of the tender shall remain the same.

SL. NO.	BIDDERS QUERY	CSL RESPONSE
1	Will the experience of working with PUC Banks be considered?	Projects with Public sector banks with Govt of India holding share more than 50% are acceptable.
2	Is completion Certificate required or copy of work order will be sufficient proof.	Work Completion certificate is required
3	In case completion certificate is required can the self-attested certificate signed by CA be considered?	Work completion certificate from Client is required
4	Company/Firm intender shall have successfully completed contract with 5 project in LMS training modules development in last 3 years.---Will the experience of working with private entities considered?	YES
5	Is completion Certificate required or copy of work order will be sufficient proof.	Work Completion certificate is required
6	In case completion certificate is required can the self-attested certificate signed by CA be considered?	Work completion certificate from Client is required
7	The Company/firm should have Experience in multilingual production-I understand by self-certification you mean certificate on the company letter head and signed by the director. Also, if you have any specific format, please share.	Self declaration is sufficient (No specific format)
8	The agency should have an in-house quality assurance testing team with proven and robust quality management processes- I understand by declaration from HR you mean declaration on the on the company letter head and signed by HR. Also, please share if you have any specific format.	Self declaration is sufficient (No specific format)
9	The bidder should have a proven system of ensuring confidentiality. All legal liability against any violations would be borne by the bidder.-I	Self declaration is sufficient (No specific format)



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	understand by declaration from concerned department you mean declaration on company letter head and signed by legal / concerned department head. Also, please share if you have any specific format.	
10	What does 'LS' mean under Quantity and Units	Lump sum
11	Will the consolidation charges to be quoted based on the same percentage for each module i,e L3 – 40% L2 – 40% L1 – 20% Also, since each module will be around 30 minutes so do we need to quote for 7.5 hours or for 1 hour (Unit) of content	Need to quote for 7.5 hours of course content
12	Do the agency need to consider the SME as well for the content creation or raw content will be provided by CSL?	Raw content(SOPs) will be shared by CSL
13	Request you to kindly provide a contact number as the courier company asks to mention it on the envelope. They might need it just in case they have difficulty in finding the location	Contact person- SALEEN A -9895560679
14	We assume that CSL will provide all the raw content and SME support. The Firm will not be required to generate any content or hire any SME. Please confirm.	Raw content(SOPs) will be shared by CSL
15	Based on this point should we assume that the firm has to develop eLearning courses of total 450 minute duration (15 SOPs X 30 minute). - Please confirm.	YES
16	Based on this point should we assume that the firm will develop the following level wise minutes of eLearning courses: Level 1: 90 minute Level 2: 180 minute Level 3: 180 minute Please confirm.	Shall follow the percentage pattern in each module as far as possible
17	Here it is mentioned real videos. Will CSL provide real videos or the firm has to do the recording?	CSL will allow the firm to record inside CSL for the required content generation
18	We suggest CSL to provide the photographs and videos. If the firm has to take photographs and record live real videos, then it will significantly increase the project cost. The firm will need to hire photographer and videographer and also there will be travel and accommodation cost.	In the physical presence of content developer from the firm CSL will provide videography and photography support and the same shall be intimated in advance.
19	Also if firm has to take photographs and record videos then they will have to analyze all the	Storyboard shall be developed for each set(As per the tender document) and



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	content for the 15 SOPs, do the storyboarding, get approval from CSL on the storyboards and only after that do the photography and video recording. That way it can be done in one visit to CSL instead of multiple visits. However, this way the development work will start only after storyboards for all SOPs are signed of and photography and video recording is done. This will lead to a longer project timeline.	once the approval of storyboard, deploy the content developer to CSL for arranging videography photography (support will be arranged by CSL)
20	Instead of starting the 6 months span from date of awarding of contract, we request you to start it from the Kick-off meeting date + receipt of raw content from CSL.	Acceptable
21	In TABLE 2 the definition of Level 2 and Level 3 eLearning courses is mentioned. However, in point #2.4 of Scope of Work it is mentioned that there will be 20% Level 1 courses. Kindly provide the definition of Level 1 courses as well.	Basic text contents, headings and infographics
22	Instead of just Central PSUs request you also experience in Central / State Govt. Department / Universities / Educational Institutions / Organization as well.	Projects with Public sector organisations with Govt of India holding share more than 50% are acceptable.
23	Request you to kindly arrange for online pre-bid meeting.	YES
24	From this point it is not clear what will be the quantum of the work required in AMC. Hence it will be challenging to quote a fixed amount. Request you to consider only rate card for AMC.	Refer 7.1 of Annexure II of tender document
25	Based on these two points we assume that two separate PBGs have to be submitted. One for development and one for AMC. - Please confirm.	1.Bank Guarantee/DD till project completion 2.Performance Bank guarantee for AMC period
26	Also we assume that the AMC PBG has to be submitted at start of the AMC period and not at the start of the project. - Please confirm.	Yes
27	AGREEMENT a. The firm has to execute an agreement in stamp paper of adequate value with in 10 days of receipt of work order for execution of work. b. The firm has to execute an agreement in a stamp paper of adequate value within 10 days after the successful completion of the work valid for two years for the AMC conditions. --- Does this mean that two separate agreements	YES



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	have to be executed? One for development and one for AMC.	
28	For work and AMC-Will CSL issue two separate work orders?	Single PO will be issued for both work and AMC
29	Also we request a Level wise rate card for AMC as effort required for updates varies with the Level of the eLearning course.	Will be done as per 7.AMC in annexure II
30	Instead of selecting the vendor based on L1 method request you to have Technical Evaluation criteria and do the selection using QCBS method.	Selection will be based on L1 method as per annexure iv(price bid)
31	For submission of bid kindly allow 15 days from date of publishing the pre-bid response.	Will discuss during pre-bid meeting
32	Please share Sample or any reference video or eLearning content	CSL not in a position to share sample HSE video or E-learning content in our LMS
33	What will be the content provided by CSL for creating the course?	CSL will share SOPs for each module
34	What will be the tentative budget?	Cannot be disclosed
35	Is there any exemption allowed for MSME registration?	All bidders shall comply with 2.2 of annexure II of tender document
36	What is the motivation behind creating these eLearning modules?	To impart HSE awareness among CSL staff
37	How are these trainings conducted currently? If CSL uses classroom mode for training, can you provide us with the duration of these training programs?	Classroom training, Duration of course refer 2.6 of annexure I(tender document)
38	Table 1 categorizes the modules into three sets. What do these sets correspond to?	The total 15 modules are divided into 3 sets, with each having 5 modules.
39	Will CSL provide the vendor with all the source inputs for the eLearning module? If yes, is the complete base content available? If Yes, in what format – Digital format, Hard coded (books/manuals), any other? And in which languages?	CSL will provide the SOPs and the bidder shall develop contents as per the tender document. The content will be in Ms word(.doc) in English
40	Will the vendor be expected to do any content research or gathering to develop these four modules? Or will the content provided by Subject Matter Experts (SMEs) be adequate?	CSL will provide the SOPs and the bidder shall develop contents as per the tender document
41	Will SME support be provided on the project?	CSL will provide the SOPs and the bidder shall develop contents as per the tender document
42	Can CSL provide more information about the audience profile? Will it be taken up by all	No role based changes for developing the contents



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	employees or will it be specific to roles and department? If specific to roles and departments, will role-based branching required to be provided within the course? How varied is the content for each of the roles?	
43	Will the vendor be required to make the course accessible to people with visual and hearing challenges?	NO
44	In clause 2.4, there was a reference to Level-1 for 20% of the content. However, the attributes of Level-1 learning has not been defined in Table 2. Can CSL provide us with more details around this?	Already answered in the previous slide
45	Clause 2.6 mentions that each course will be ~30 minutes in duration. Table 2 states that 1 hour of learning of a Level-3 course will constitute 20 screens and 5 assessment questions. Based on this assumption, we will eventually arrive at 10 screens for 30 minutes of a Level-3 course. Teaching content within 10 screens with scenarios, quiz questions, objective and summary screens, multi-branching with decision and game-based learning will be difficult. How do you foresee this? Please help us understand if we have misunderstood this from our end.	Follow 2.4 in annexure I for each module
46	Clause 2.5 states that the firm shall develop the courses in English, Malayalam and Hindi with professional human audio(Voice over).Table 2 states that a Level-3 course will require two artists with Indian accent. Can we safely assume that the requirement for two artists is for English, Malayalam and Hindi versions each?	YES
47	In terms of localization help us understand to what extent it would be localized: <ul style="list-style-type: none"> ● Only cc text ● CC text + OST ● CC text + OST + audio 	Only human audios require translation to other languages
48	Clause 2.9 states that the firm shall develop and include Pretest, knowledge check between sessions and post tests in each module based on the respective content. We presume that the pre- and post-assessment questions will need to be developed by the	Questions will be shared by CSL



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	vendor. If yes, how many questions will need to be created?	
49	Clause 2.9 states that Post test questions would be more on application level, not the direct questions from content based on Bloom's theory. Does this apply for both Level-1, Level-2 and Level-3 of courses? Please clarify.	Assessment questions does not require any kind of animation levels
50	Clause 2.10 states that the courses will be a combination of Photographs + images, animations, animated videos or real videos. Can we safely assume that any existing videos provided by CSL for integration into the course will not require any further editing and can be integrated as such?	In the physical presence of content developer from the firm CSL will provide videography and photography support and the same shall be intimated in advance. May require editing of add-ons based on the situation for the development of module
51	Clause 2.17 The vendor should make use of efficient multi-media elements so as to consume low band width when the content is accessed via low bandwidth Internet connection. Can you provide us more information around the Internet bandwidth availability?	CSL NOVEX platform is available in mobile phone(on Android and I OS)
52	In Table 2, Level-3 asks for an animated avatar. For an animated avatar, can we presume that the requirement is only for different poses and gestures of the avatar and that lip syncing will not be required. Please clarify.	Lip syncing is required for Level 3 avatar
53	Is there a requirement for creation of machine simulation similar to the samples provided below? If yes, what is the anticipated duration for each video?	No
54	For explaining procedures and workflow processes, which style of animation is preferred: Photographic or icon-based animation. Photograph-based animation Icon and character-based animation If yes, what is the anticipated duration for each video?	Inclusion of photographic/icon and character based animation to be contained in Level 2 and level 3 requirements as per Table 2 in tender document based on the module content
55	Is there a requirement for talking head videos where an individual could be seen talking about a concept? If yes, what is the anticipated duration for each video? Will the vendor be required to do the video shoot for the talking head video	NOT required

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