

**RFP Name: RFP for Selection of Knowledge Framework Partner vide Ref. No. BSDM/08/2021-2022 dated 17.09.2021**

**In view of pre-bid meeting dated 24.09.2021, the Response to compiled pre-bid queries are as below:**

**Note 1:** This is again to re-iterate and as communicated in the pre-bid meeting, the final outcome/deliverables under this RFP, be it the (i) Portal for all Skill Development Programs Management (ii) E-Content for Kushal Yuva Program (KYP) and BS-CFA Course and (iii) LMS for KYP and BS-CFA program, the proposed portal, E-content and LMS should at-least be at par or an improvement of the existing portal, E-content and LMS.

Any lesser quality of the deliverables as above will be treated as un-satisfactory performance and the deliverables will be out-rightly rejected without any liability to the BSDM in this regard. As communicated in the meeting, the bidders are strongly requested to visit existing BSDM website/ BSDM office/Training centers etc. and have clear understanding of the RFP/ TOR/existing portal/E-content and LMS before participating in this bid.

**Note 2:** The Session and Topic wise Hourly Break-up of KYP and BSCFA Course is also made available on the respective website of E-Proc 2 and [Skillmissionbihar.org](http://Skillmissionbihar.org)

Please visit BSDM office wherein the technical queries can be facilitated with. At implementation stage, BSDM will be open to use of latest technologies, provided the desired output is achieved or better from the current output.

**Response to Pre-bid Queries**

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
1	Notice Inviting Request for Proposal PG-05	Document Fee and Tender Processing Fee Earnest Money Deposit (EMD)	Will NSIC registered MSME vendors have exemption for Document Fee and EMD?	No Change. RFP condition will prevail.
2	Important Terms and Provisions: E. Project Deliverables and Payment Terms 25. IPR, Confidentiality, Indemnity PG- 22	The portal, LMS and the eContent developed for BSDM, under this assignment/RFP will be the exclusive sole property of BSDM and will become the explicit Intellectual Property of BSDM only and cannot be used/claimed by the bidder in any manner whatsoever.	Does this mean vendor will have to handover the source code of portal and LMS to BSDM? If yes we request to remove this clause as source code of any software is the sole property of any software company and cannot be shared.	No Change. RFP condition will prevail.  The bidder has to handover the source code of portal and LMS to BSDM, Please refer RFP.
3	Point No.13 Pre-Qualification Criteria SN-02, PG-33	The Sole Bidder / Lead Partner in case of consortium, should have a minimum annual turnover of Rs. 50 Crores and should have a positive net worth in each of the last three financial years i.e. (FY 2017-18), (FY 2018-19) and (FY 2019-20). (In case of a Consortium, the Lead Partner will have to submit the above evidence)	If The combined annual turnover of all consortium members is Rs. 50 Cr can they qualify?	No Change. RFP condition will prevail.

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4	Point No.13 Pre-Qualification Criteria SN-04, PG-33	The Sole Bidder / Any Partner in case of a consortium should have experience of developing at least three IT portal in state govt / central govt / undertakings/ agencies/ corporations / Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects which has managed training/education / skill development value chains.	We have experience of developing more than 3 LMS for Govt., which includes reports dashboard related to training. Can BSDM consider it as IT portal for qualification? If yes then qualification criteria 4 and 5 are same for us and we will submit only one format from CA.	IT Portal will mean portals that cover the entire training/education /skill development value chains, starting from registration of centers/candidates, batch formation, attendance module, invoice module, assessment & certification, placement details & tracking etc. (Please refer TOR)  IT portal developed for different govt clients under different RFPs/Agreements/work-orders issued by them, will be treated as separate IT portals for evaluation under this criteria.
5	Point No.13 Pre-Qualification Criteria SN-09, PG-35	The sole bidder/ Any Partner in case of a consortium, should be minimum CMM3 certified.	We request to allow ISO certificate instead of CMM3 certificate. Or make it either ISO or CMM3.  In case of consortium will all partners need to CMM3 or any one partner having CMM3 is acceptable.  If no we request to allow only one partner from consortium to have CMM3 and not all.	No Change. RFP condition will prevail.

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6	Point No.14 Technical Proposal Evaluation Criteria SN-01 Financial Credentials of the Bidder-1.1, PG-35	<p>Average Annual Turnover of the Bidder as per the audited consolidated financial statements for the last 3 financial years (FY 2017-18, FY 2018-19 and FY 2019-20):</p> <p>&gt; 200 Crore: 15 Marks            &gt; 150 Crore &amp; &lt;= 200 Crore: 12 Marks            &gt; 100 Crore &amp; &lt;= 150 Crore: 10 Marks            &gt; 50 Crore &amp; &lt;= 100 Crore: 08 Marks</p> <p>{In case of Consortium, credentials of only the lead partner shall be evaluated for this criteria }</p>	We request you to make this as combined annual turnover of all the consortium members.	No Change. RFP condition will prevail.
7	Point No.14 Technical Proposal Evaluation Criteria SN-01 Financial Credentials of the Bidder-2.4, PG-36	<p>The Sole Bidder /Any partner in case of a consortium, must have developed or should have fully owned titles of high-quality multimedia based eLearning content for skill development/educational courses in Hindi/ English languages for state govt /central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects</p> <p>More than Five eContents: 10 Marks            Two to Five eContents: 7 Marks            One eContent: 5 Marks</p> <p>(Maximum of 10 Marks)</p> <p>{In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria }</p>	What documents would be considered as proof this criterion? Can 5 POs from different customers mentioning scope as eLearning content development be sufficient as proof?	<p>Proofs required:</p> <ol style="list-style-type: none"> <li>1. Self-Certificate (As per format provided in form Prequal-9) And</li> <li>2. Work orders/ Contracts/ Performance Certificates etc.</li> </ol> <p>Both the documents as above will have to be mandatorily submitted.</p>

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8	Formats for Pre-Qualification Proposal , PG-49	Form Prequal-10	We assume that this form has to be provided only by the lead bidder, with names of consortium partners mentioned. - Please confirm.	Yes
9	Section 6. Terms of Reference (TOR) ,PG-58	The Scope of Work is divided in following parts: 1. Knowledge Framework Provider (Portal) 2. Learning Management System Provider (LMS) for KYP and BS-CFA Program delivery Management (KFP-SDPM)	1. Will the Portal and LMS be cloud based or on premise at BSDM.  2. What would be the approximate number of user who would access the Portal and LMS? Since a lump sum cost has been asked it is important to know the approximate user count. 3. What would be the approximate yearly storage space requirement on the Portal and LMS? Since a lump sum cost has been asked it is important to know the approximate storage space required. 4. Is there a requirement for integration between the portal and the LMS or will these be standalone systems. 5. The SMS gateway, SMTP will be provided by BSDM?	No change. RFP condition will prevail. Please refer TOR.  BSDM does not guarantee approximate user/candidate count.  The bidder has to evolve such understanding depending on the scope of work/TOR and informations gathered through BSDM website etc.  Please refer TOR. These will be standalone systems.  Arrangement and integration of SMS, eMail Gateway along with costs involved will be the sole responsibility of the selected bidder.
10	Section 6. Terms of Reference (TOR) 1. Knowledge Framework Provider (Portal) for all Skill Development Program's Management (KFP-SDPM) PG-59	Candidates/ Trainees: - Seamless and hassle-free registration of the candidates - Upload and download of certificates to the trained Candidates - Providing Candidates with a view of their life cycle throughout i.e. from registration to their training, assessment, certification, skill development and placements	The candidates/trainees will be taking the courses on the portal or on the LMS?	Please refer RFP.

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11	Section 6. Terms of Reference (TOR) 1. Knowledge Framework Provider (Portal) for all Skill Development Program's Management (KFP-SDPM), PG-60	A. Skill Development Center (SDC) / Center Life-Cycle Management System g. Financial Transaction Management i. Payment Collection/ disbursement thru Payment Gateway, NEFT, etc.	The payment Gateway transactions charges will be borne by BSDM or the vendor has to bear the charges?	Arrangement and integration of payment gateway along with costs involved will be the sole responsibility of the selected bidder. BSDM will extend all possible help as required in this.
12	Section 6. Terms of Reference (TOR) 2. Learning Management System Provider (LMS) for KYP and BS-CFA Program delivery Management (KFP-SDPM), Page 64	A. Candidate's learning life-cycle management system Course Management: o Content QC: The LMS should have feature of quality control / check of the content. This should also allow edit features on the imported SCORM content.	No LMS has edit feature for externally developed SCORM content.  The SCORM content is a published output of different content authoring tools such as Articulate Storyline, Captivate, Lectora, etc.  Editing of the content has to be done in the tool, which has been used to develop the content and after editing the SCORM package has to be re-uploaded on the LMS.  Hence we request you to remove this requirement from the scope.	No change. RFP condition will prevail. Please refer TOR.
13	Section 6. Terms of Reference (TOR) 2. Learning Management System Provider (LMS) for KYP and BS-CFA Program delivery Management (KFP-SDPM), PG-65	A. Candidate's learning life-cycle management system LMS Features: - Provision to upload the video evidence of the activities learnt	Does this mean that the candidate should have facility to upload videos?  Would the faculty/trainer provide marks/feedback after viewing the video uploaded by the candidates?	Yes. Please refer current KYP course .

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14	Section 6. Terms of Reference (TOR) 2. Learning Management System Provider (LMS) for KYP and BS-CFA Program delivery Management (KFP-SDPM), PG-65	Evidence of Candidate Training: LMS in addition to above features should also enable for capturing evidence of training, like selfie video, using Picture-In-Picture (PIP) feature as a tool for evidence based learning and assessment. Here Candidate should be able to record her/his actions while s/he is creating an output.	Does this mean that the LMS should have a log book feature for the candidates, where they can log their activities in form of notes or upload videos or PDF/Word/ Excel files?	No change. RFP condition will prevail. Please refer TOR.
15	2. Learning Management System Provider (LMS) for KYP and BS-CFA Program delivery Management (KFP-SDPM) B. eExamination management system B. eExamination management system ,PG-67	e. Exam Evidence i. Capturing of exam evidence for transparent examination which includes: o Webcam enabled exam conduct - video recording through web cam o Desktop screen recording o Screen shot capturing while exam attempt o Webcam preview images capturing o Uploading of all above evidences to server and provision to make it available for scrutiny.	Does this mean that the exam should be proctored?  For this requirement, which proctoring application needs to be integrated with the LMS?	The developed LMS should have in-built functionalities to cater to such requirements related to on-line assessments.

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16	SN-6 Terms of Reference (TOR) PG-67	3. eContent Provider for Kushal Yuva Program (eCP-KYP) and Bihar State – Certificate in Financial Accounting (BS-CFA) including GST and Tally	i)The eContent should be developed at which level (Level 1, 2, 3)? ii)Will the eContent have animated or professional recorded videos? iii).If professional videos are required, will those be provided by BSDM or vendor has to record? iv).If vendor has to record the videos please provide the following details: 1. Shooting has to be indoor or outdoor? 2. Will actors and anchor be required or the videos will have BSDM faculty v)Should the eContent be accessible to differently abled candidates? vi)Will BSDM provide raw content for the courses or vendor has to generate the raw content? vii)Will BSDM provide SMEs required the eContent or will the vendor has to onboard the SMEs?	Please refer RFP and TOR
17	Section 6. Terms of Reference (TOR) PG- 86	3.2. eContent Provider for Bihar State – Certificate in Financial Accounting (BS-CFA) including GST and Tally	What will be the total duration of the Financial Accounting courses?	120 Hours excluding supportive content, if any.



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18	Section 6. Terms of Reference (TOR) PG- 94	3.3 Other General terms related to eContent for Kushal Yuva Program and BS-CFA The bidder should provide soft copy of approved study material in the form of - Book: Highly illustrated, at least 200 Pages, Four colour book in English and Hindi language for every Learner - eContent: SCORM compliant rich multimedia eLearning content in English and Hindi language.	i)Does this mean that the bidder has to provide a 200 page book + a eCourse on the topics? ii)So basically book and the eCourse will be totally different in the sense that the content will be same but the representation will be different.  Basically the book does not mean printed form of the eCourse - Please confirm. iii)How many approximates learners will be taking the eContent? iv)Does this mean that BSDM wants ready of use off-the-shelf courses on the topics mentioned in the RFP? Or Does the bidder have to develop custom courses?	Please refer TOR point 3.1, section 3 (page 70-71).
19	Section 6. Terms of Reference (TOR) PG- 101	39. Technical Architecture - Technology: The preferred technology would be open source (Java / PHP / MySQL etc. or any other pertinent technology)	We request to remove this clause and We request to allow Microsoft technologies.	No Change. RFP condition will prevail. However BSDM will be open to use of latest technologies, provided the desired output is achieved or better from the current output.
20	Section 6. Terms of Reference (TOR) PG- 101	40. The LMS should have capability of following deployment model: o Deployment/installation and activation on the local server of centers with personalized access to eContent for each candidate, assignment, evaluations, personalized candidate records, and analytical reports for the stakeholders.	Does this mean that separate instance of the LMS has to be installed on each center?	No change. RFP condition will prevail. Please refer TOR.

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21	SN-2 – Instructions to Agencies and Data Sheet b.Conflicting assignments PG-15	Conflict among assignments: Neither the Agency (including their personnel and) nor any of their affiliates shall be hired for any assignment that, by its nature, may be in conflict with another assignment of the Agency. The Agency cannot be empanelled as a Training Service Provider/Skill Development Center (SDC) with Bihar Skill Development Mission (BSDM) or any other Department in the State of Bihar	Only current empanelment as” Training Service Provider/Skill Development Center (SDC) with Bihar Skill Development Mission (BSDM) or any other Department in the State of Bihar” be considered	No change. RFP condition will prevail.
22	SN-2 – Instructions to Agencies and Data Sheet 6. Criteria for Consortium / Joint Venture participation in the bids, PG-18	6.8 The bank guarantee/other suitable instrument etc. shall be issued in the name of Consortium and pledged in favour of Client.	Kindly clarify if the tender fee and EMD can be submitted by lead applicant	Yes by the lead applicant only.
23	SN-2 – Instructions to Agencies and Data Sheet E. Project Deliverables and Payment Terms 34.c Termination by Convenience, PG-28	BSDM, by a written notice of at least 30 days sent to the selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for BSDM’s convenience, the extent to which performance of the selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.	In such a case the contract may specify that all IPR shall be returned to the bidder/selected agency and BSDM shall claim no IPR on the portal, LMS and the eContent developed for BSDM	BSDM shall not claim IPR on the portal, LMS and the eContent developed for BSDM only if, the bidder promptly return all payments made to them by BSDM along with market interest.

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24	Point No.13 Pre-Qualification Criteria SN-04, PG-33	The Sole Bidder / Any Partner in case of a consortium should have experience of developing at least three IT portal in state govt / central govt / undertakings/ agencies/ corporations / Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects which has managed training/education / skill development value chains.	We request modifying the Parameter to “The Sole Bidder / Any Partner in case of a consortium should have experience of developing at least three IT portal in state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Recognized Universities/ donor funding projects which has managed training/education /skill development value chains.	No Change. RFP condition will prevail.
25	Point No.13 Pre-Qualification Criteria SN-05, PG-34	The Sole Bidder / Any Partner in case of a consortium should have experience of developing/ providing Learning Management System (LMS) services in at least three state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/donor funding projects in training/education /skill development field.	We request modifying the Parameter to “The Sole Bidder / Any Partner in case of a consortium should have experience of developing/ providing Learning Management System (LMS) services in at least three state govt/central govt/ undertakings/ private entities/corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/donor funding projects in training/education /skill development field.	No Change. RFP condition will prevail.
26	Point No.13 Pre-Qualification Criteria SN-06, PG-34	The Sole Bidder /Any partner in case of a consortium, must have developed or should have fully owned titles of highquality multimedia based eLearning content for skill development/educational courses in Hindi/ English languages for state govt/ central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects	We request modifying the Parameter to The Sole Bidder /Any partner in case of a consortium, must have developed or should have fully owned titles of high-quality multimedia based eLearning content for skill development/educational courses in Hindi/ English languages for state govt/central govt/undertakings/ private entities/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects	No Change. RFP condition will prevail.
27	Point No.13 Pre-Qualification Criteria SN-07, PG-34	The Sole Bidder / All Partners in case of a consortium should not be debar/blacklisted from any of the Government Departments in the last 5	We request modifying the Parameter to: The Sole Bidder / All Partners in case of a consortium should not be debar/blacklisted from any of the Government Departments as on date of submission.	No Change. RFP condition will prevail.

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		financial years i.e. FY 2015-16 to till date.		
28	Point No. 14. Technical Proposal Evaluation Criteria 1, PG-35	Average Annual Turnover of the Bidder as per the audited consolidated financial statements for the last 3 financial years (FY 2017-18, FY 2018-19 and FY 2019-20): > 200 Crore: 15 Marks > 150 Crore & <= 200 Crore: 12 Marks > 100 Crore & <= 150 Crore: 10 Marks > 50 Crore & <= 100 Crore: 08 Marks	We request relaxing the scoring to: > 100 Crore: 15 Marks > 80 Crore & <= 100 Crore: 12 Marks > 65 Crore & <= 80 Crore: 10 Marks > 50 Crore & <= 65 Crore: 08 Marks	No Change. RFP condition will prevail.
29	Point No.13 Pre-Qualification Criteria SN-01, PG-33	The Sole Bidder / all organizations, in case of a consortium must be incorporated and registered in India, under Companies Act / Societies Act / Indian Partnership Act / Indian Trusts Act and should be in operations continuously for at least 5 years as on the last date of submission of bid.	We request modifying the Parameter to “The Sole Bidder / all organizations, in case of a consortium must be incorporated and registered in India, under Companies Act / Societies Act / Indian Partnership Act / Indian Trusts Act. The lead bidder should be in operations continuously for at least 5 years as on the last date of submission of the bid.”	No Change. RFP condition will prevail.
30	Point No.13 Pre-Qualification Criteria SN-01, PG-33	The Sole Bidder / all organizations, in case of a consortium must be incorporated and registered in India, under Companies Act / Societies Act / Indian Partnership Act / Indian Trusts Act and should be in operations continuously for at least 5 years as on the last date of submission of bid.	Modification requested to state - “The Sole Bidder / all organizations, in case of a consortium must be incorporated and registered in India, under Companies Act / Societies Act / Indian Partnership Act / Indian Trusts Act. The lead bidder should be in operations continuously for at least 5 years as on the last date of submission of bid.”	No Change. RFP condition will prevail.

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31	Point No.13 Pre-Qualification Criteria SN-07, PG-34	The Sole Bidder / All Partners in case of a consortium should not be debar/blacklisted from any of the Government Departments in the last 5 financial years i.e. FY 2015-16 to till date.	Modification requested to state – “The Sole Bidder / All Partners in case of a consortium should not be debar/blacklisted by any of the Government Departments during the course submission of this bid.”	No Change. RFP condition will prevail.
32	Point No.13 Pre-Qualification Criteria SN-01, PG-33	The Sole Bidder / all organizations, in case of a consortium must be incorporated and registered in India, under Companies Act / Societies Act / Indian Partnership Act / Indian Trusts Act and should be in operations continuously for at least 5 years as on the last date of submission of bid.	Kindly either: remove this clause as it may not give the opportunity to relatively new MSME or Startup to participate in the bid as Consortium Partners. Or Kindly amend the clause stating that the Lead bidder should be in operations continuously for at least 5 years as on the last date of submission of bid.	No Change. RFP condition will prevail.
33	SN-2 – Instructions to Agencies and Data Sheet b.Conflicting assignments PG-15	Conflict among assignments: Neither the Agency (including their personnel and) nor any of their affiliates shall be hired for any assignment that, by its nature, may be in conflict with another assignment of the Agency. The Agency cannot be empanelled as a Training Service Provider/Skill Development Center (SDC) with Bihar Skill Development Mission (BSDM) or any other Department in the State of Bihar	Our request is to ponly consider current empanelment as” Training Service Provider/Skill Development Center (SDC) with Bihar Skill Development Mission (BSDM) or any other Department in the State of Bihar” under this clause	No Change. RFP condition will prevail.
34	Point No.13 Pre-Qualification Criteria SN-04, PG-33	The Sole Bidder / Any Partner in case of a consortium should have experience of developing at least three IT portal in state govt / central govt / undertakings/ agencies/ corporations / Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects	We request to also allow IT portals developed for private recognized universities	No Change. RFP condition will prevail.

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		which has managed training/education / skill development value chains.		
35	Point No.13 Pre-Qualification Criteria SN-05, PG-34	The Sole Bidder / Any Partner in case of a consortium should have experience of developing/ providing Learning Management System (LMS) services in at least three state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/donor funding projects in training/education /skill development field.	We request to also allow LMS developed for private recognized universities	No Change. RFP condition will prevail.
36	Point No.13 Pre-Qualification Criteria SN-06, PG-34	The Sole Bidder /Any partner in case of a consortium, must have developed or should have fully owned titles of highquality multimedia based eLearning content for skill development/educational courses in Hindi/ English languages for state govt/ central govt/undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects	We request to allow similar assignments for corporate clients as well	No Change. RFP condition will prevail.
37	Point No.13 Pre-Qualification Criteria SN-07, PG-34	The Sole Bidder / All Partners in case of a consortium should not be debar/blacklisted from any of the Government Departments in the last 5 financial years i.e. FY 2015-16 to till date.	We request to debarment/blacklisting to be considered as on date of proposal submission	No Change. RFP condition will prevail.

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38	Point No. 14. Technical Proposal Evaluation Criteria 1, PG-35	Average Annual Turnover of the Bidder as per the audited consolidated financial statements for the last 3 financial years (FY 2017-18, FY 2018-19 and FY 2019-20): > 200 Crore: 15 Marks > 150 Crore & <= 200 Crore: 12 Marks > 100 Crore & <= 150 Crore: 10 Marks > 50 Crore & <= 100 Crore: 08 Marks	We request to relax scoring criteria with upper cap on INR 100 Cr	No Change. RFP condition will prevail.
39	Point No.13 Pre- Qualification Criteria SN-09, PG-35	The sole bidder/ other partner in case of a consortium, should be minimum CMM3 certified.	RFP is primarily for institutions engaged in Skill Training and Development and not for Software Development, we request you to either remove this clause from the eligibility criteria or relax this (any kind of certification like ISO, CMMi etc.) for companies promoted / owned / controlled either by State Govt. or Central Government or having more than 25% stake of State / Central Government Or both. CMMi is primarily meant for Software companies hence most of the Skill Training and Development companies may not have this certification. We are a public limited company promoted by a State Govt. and have all the requisite expertise and experience for the mentioned scope of work. We have already developed and successfully implemented ERP / Software systems for managing exactly same skill development projects in State. Our focus is to provide quality skill trainings and not on getting any kind of certifications like ISO 9001, CMMi etc.	No Change. RFP Condition will prevail. The sole bidder/ Any partner in case of a consortium, should be minimum CMM3 certified.

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40	Point No.13 Pre-Qualification Criteria SN-08, PG-34	The Sole Bidder / All Partners combined in case of a consortium should have a team of at least 50 Software Developers, e-content developers/designers around skilling / training areas, multi-media developers as on the last date of submission of bid.	As this RFP is primarily for institutions engaged in Skill Development, we request BSDM to either remove this clause from the eligibility criteria or reduce the Numbers of Manpower upto 10 & allow the onroll Manpower as well as hired Manpower through any agency or relax this for companies promoted / Owned / Controlled by State / Central Government having more than 25% stake of State / Central Government. We are a public limited company promoted by a State Govt. and have all the requisite expertise and experience for the mentioned scope of work. We have already developed and successfully implemented ERP / Software systems for managing skill development projects in State/Central Also in Government undertakings / promoted companies, mostly the manpower is hired through contractual agencies and is not on direct payrolls, hence this change is requested.	No Change. RFP condition will prevail.
41	Section 6. Terms of Reference (TOR) 2. Learning Management System Provider (LMS) for KYP and BS-CFA Program delivery Management (KFP-SDPM), Page 64	A. Candidate's learning life-cycle management system Course Management: o Content QC: The LMS should have feature of quality control / check of the content. This should also allow edit features on the imported SCORM content.	The SCORM (Sharable Content Object Reference Model) content is a published output of different content authoring tools such as Articulate Storyline, Captivate, Lectora, etc. Editing of the content has to be done in the tool, which has been used to develop the content and after editing the SCORM package has to be re-uploaded on the LMS. HTML 5 and Angular JS etc. are latest technologies that could be leveraged. Hence we request you to remove this requirement from the scope.	No Change. RFP condition will prevail. However BSDM will be open to use of latest technologies, provided the desired output is achieved or better from the current output.



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42	Section 6. Terms of Reference (TOR) PG- 94	<p>Inform Sessions Inform type content may vary from flash animations, video, static images graphics, etc.</p> <p>Flash Animations</p> <ul style="list-style-type: none"> <li>• Screen size: 800 x 600 or 1024 x 768</li> <li>• Embed all the desired fonts within the compiled file</li> </ul> <p>Perform Sessions</p> <ul style="list-style-type: none"> <li>• Interactive exercises (with corrective feedback)</li> </ul> <p>Screen size: 800 x 600, 1024 x 768 Recommended formats: (flash based) SWF</p> <ul style="list-style-type: none"> <li>• Simulations (guided, with hints, and without hints)</li> </ul> <p>Screen size: 800 x 600, 1024 x 768 Recommended format: (Flash based) SWF</p>	Flash is outdated / obsolete technology and is no longer supported by Adobe and Browsers. Hence, we request you to remove flash (SWF) file from the recommended format and mention/allow only current SCORM compliant formats (HTML5 / MP4 Videos / Graphics etc).	No Change. RFP condition will prevail. However BSDM will be open to use of latest technologies, provided the desired output is achieved or better from the current output.

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43	Point No. 14. Technical Proposal Evaluation Criteria 1, PG-35	Average Annual Turnover of the Bidder as per the audited consolidated financial statements for the last 3 financial years (FY 2017-18, FY 2018-19 and FY 2019-20): > 200 Crore: 15 Marks > 150 Crore & <= 200 Crore: 12 Marks > 100 Crore & <= 150 Crore: 10 Marks > 50 Crore & <= 100 Crore: 08 Marks	Request to either remove this parameter from marking criteria for State / Central Government promoted / owned / controlled companies or consider changing the marking criteria as given below. We request relaxing the scoring to: > 75 Crore: 15 Marks > 60 Crore & <= 75 Crore: 10 Marks > 50 Crore & <= 60 Crore: 08 Marks  Average Annual Turnover of the Bidder as per the audited consolidated financial statements for the last 3 financial years (FY 2017-18, FY 2018-19 and FY 2019-20): or (F Y 2018-19,2019-20&2020-21) The Company must be in operating Profit in F Y 2020-21.	No Change. RFP condition will prevail.
44	Point No.13 Pre- Qualification Criteria SN-02, PG-33	The Sole Bidder / Lead Partner in case of consortium, should have a minimum annual turnover of Rs. 50 Crores and should have a positive net worth in each of the last three financial years i.e. (FY 2017-18), (FY 2018-19) and (FY 2019-20).  (In case of a Consortium, the Lead Partner will have to submit the above evidence)	As audit of last FY i.e. 2020-21 is almost complete for all the companies, We request amending the Pre-qualification criteria as below: The Sole Bidder / Lead Partner in case of consortium, should have a minimum annual turnover of Rs. 25 Crores and should have a positive net worth as well as positive operating profit in each of the last three financial years i.e. (FY (FY 2018-19, 2019-20 and 2020-21). (In case of a Consortium, the Lead Partner will have to submit the above evidence)	No Change. RFP condition will prevail.

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
45	SN-6 Terms of Reference	Overall Terms of Reference / Scope of work	<p>We are working on similar business model / skill development initiative in the state and would like to recommend few changes in overall functioning of the project. BSDM has mentioned requirement of As-Is software development and project implementation. However we suggest that successful vendor should not be forced to adhere strictly to the existing scenario and BSDM should be open for any suggestions for betterment of the skilling projects. Few suggestions are mentioned below:</p> <ol style="list-style-type: none"> <li>1. Moving from Quasi-Online to fully online systems: We have been successfully doing this in State for last many years even in Government sponsored schemes. LMS, Admission uploading, Biometric attendance everything should be completely online. It will also reduce chances of unethical practices.</li> <li>2. Blended Learning Approach: Learning facilitator concept should be replaced with expert faculty for each course and courses should be taught in blended mode instead of relying on purely online learning mode. Skills like language proficiency, digital literacy are best taught in blended learning mode. It will also result in more employment for citizens of Bihar as many faculties will be engaged.</li> <li>3. Revision of Syllabus and upgrading Office versions to latest one</li> <li>4. Mobile App for Self-learning</li> <li>5. Certificate by Open university and recognition by Bihar Government for making course mandatory</li> </ol> <p>To ensure BSDM gets maximum participations, it is suggested to revise / reduce certain pre-qualification requirements like turnover, certifications, number of employees in the company etc.</p>	No Change. RFP condition will prevail. However BSDM will be open to use of latest technologies, provided the desired output is achieved or better from the current output.

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
46	Conflict or interest PG-15	The selected Agency will not be further able to take up new assignments for skill development in any Department in the State of Bihar, until so permitted by CEO, BSDM in writing.	We have already participated in the PMU opportunity “Engagement of Project Management Unit (PMU) by Bihar Skill Development Mission (BSDM) for effective Planning, Execution and Monitoring of Skill Development Initiatives in Bihar through deployment of Human Resources at National, State as well as at District level” with RFP No. BSDM/04/2021-2022” for which the result is awaited. Kindly clarify if the same agency can participate for this bid. Given the scope of work of this engagement we believe that there would not be a conflict for the same agency to engage in other assignments with BSDM related to implementation of skill development programs. Therefore, we request you to remove this clause.	No Change. RFP condition will prevail.
47	Point No.13 Pre- Qualification Criteria SN-01, PG-33	The Sole Bidder / all organizations, in case of a consortium must be incorporated and registered in India, under Companies Act / Societies Act / Indian Partnership Act / Indian Trusts Act and should be in operations continuously for at least 5 years as on the last date of submission of bid.	Request you to please include Limited Liability Partnership (LLP). The Sole Bidder / all organizations, in case of a consortium must be incorporated and registered in India, under Companies Act /Societies Act / Indian Partnership Act /Indian Trusts Act/Limited Liability Partnership (LLP) and should be in operations continuously for at least 5 years as on the last date of submission of bid.	No Change. RFP condition will prevail.
48	Point No.13 Pre- Qualification Criteria SN-03, PG-33	The Sole Bidder / Any Partner in case of a consortium, should have experience of at least last 03 years in management and monitoring of training/ skill development/education field on a large scale to cumulatively at least 05 Lakh candidates / students through its franchised or affiliated or authorized centers or at different schools / colleges	The Sole Bidder / Any Partner in case of a consortium, should have experience of at least last 03 years in management and monitoring of training/ skill development/ education field on a large scale to cumulatively at least 05 Lakh candidates / students through its consulting engagement/ franchised or affiliated or authorized centres or at different schools / colleges under State/Central Education and Skill /ICT programs	No Change. RFP condition will prevail.

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
		under State/Central Education / ICT programs.		
49	Point No.13 Pre-Qualification Criteria SN-02, PG-33	Copy of the Audited Profit and Loss Statement and Balance Sheet and Certificate from a Chartered Accountant (As per format provided in form Prequal-5) regarding the turnover and Positive net worth for each specified Financial Year.  (In case of a Consortium, the lead partner will have to submit the above evidence)	We hereby request to please consider certificate from a chartered accountant/authorized signatory/client letter/public domain dashboard to substantiate the claimed experience for all criterias.	No Change. RFP condition will prevail.
50	Point No.13 Pre-Qualification Criteria SN-04, PG-33	The Sole Bidder / Any Partner in case of a consortium should have experience of developing at least three IT portal in state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects which has managed training/education /skill development value chains.	The Sole Bidder / Any Partner in case of a consortium should have experience of developing at least three IT portal in state govt/central govt/ Other govt. affiliated agencies and departments/ donor funding projects which has managed training/education /skill development value chains.	No Change. RFP condition will prevail.

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
51	Point No.14 Technical Proposal Evaluation Criteria: SN-2.3, PG-36	The Sole Bidder / Any Partner in case of a consortium should have experience of developing/ providing Learning Management System (LMS) services in at least three state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects in training/education /skill development field.  > 10 LMS: 10 Marks > 05 LMS <= 10 LMS: 07 Marks > = 03 LMS <= 05 LMS: 05 Marks	The Sole Bidder / Any Partner in case of a consortium should have experience of developing large scale education management and learning experience/ providing Learning Management System (LMS) services in at least three state govt/central govt/ donor funding projects/NGO/Trust in training/education /skill development field.	No Change. RFP condition will prevail.
52	Point No.13 Pre- Qualification Criteria SN-08, PG-34	The Sole Bidder / All Partners combined in case of a consortium should have a team of at least 50 Software Developers, e-content developers/designers around skilling / training areas, multi-media developers as on the last date of submission of bid.	The Sole Bidder / All Partners combined in case of a consortium should have a team of at least 30 Software Developers, e-content developers/designers around skilling / training areas, multi-media developers as on the last date of submission of bid	No Change. RFP condition will prevail.
53	Point No.13 Pre- Qualification Criteria SN-09, PG-35	The sole bidder/ other partner in case of a consortium, should be minimum CMM3 certified.	The sole bidder/ other partner in case of a consortium, should be minimum CMM5 certified.	No Change. RFP condition will prevail.
54	PG-55	Break up of Manpower Rates per month for 44 Resources	We understand that no CVs shall be provided at this stage since no CV format is attached in the RFP, however the positions of team members is mentioned in the financial proposal on page no. 55 (Form Fin - 1). Please clarify.  In case we are to provide CVs, the 38 CVs for District monitoring team may not be required at this stage. Please clarify.	No CVs are required in this RFP

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
55	Point No.14 Technical Proposal Evaluation Criteria: SN-2.4, PG-36	In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria	Consortium is formed solely for bringing in varied expertise hence it should be not limited to one partner's credentials but its should be viewed as consortium's credentials. Also, we understand that for eligibility the credentials of all member are being considered therefore we request you to consider credentials of all consortium members for the evaluation criterion	No Change. RFP condition will prevail.
56	Pg-37	Combined Evaluation of Technical & Financial Bid: 70:30 QCBS	We request to consider QCBS at 80:20 considering the strong eligibility and technical criteria set forth, it is requested that the selection method be focused more on technical weightage and hence the request for consideration	No Change. RFP condition will prevail.

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
57	NA	Additional Clause Request	<p>We hereby request the department to kindly add the given clause:  "Confidentiality obligations set forth above shall not be applicable when disclosure is required under any law or pursuant to a direction from any legal or regulatory authority or mandated by a judicial order"  We hereby inform the department that Confidentiality should include a compelled/legal disclosure clause as given below:  “In the event that the Firm or its representatives are requested pursuant to, or required by, applicable law or regulation or by legal or administrative process to disclose any Confidential Information, or where the Firm wishes to disclose to its professional indemnity insurers or to its advisers, the Firm agrees that it will, as far as is legally and practically possible, provide the Client with prompt notice of such request or requirement in order to enable the Client to seek an appropriate protective order or other remedy. In the event that such protective order or other remedy is not obtained, the Firm or its representatives, as the case may be, shall disclose only the portion of the Confidential Information which is legally or professionally required to be disclosed”</p>	No Change. RFP condition will prevail.
58	NA	Additional Clause Request	<p>We hereby request the department to kindly add the given clause:  Intellectual Property Rights: The agency shall at all times indemnify and keep indemnified OSDA against all claims/damages for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Contract. In addition, the firm should be permitted to use the IPRs in its deliverables for its purposes post the completion of the project.</p>	No Change. RFP condition will prevail.



SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
59	NA	Additional Clause Request	<p>We hereby request the department to kindly add the given clause:</p> <p>The Service provider should be permitted to retain copies of all documents and other information as it may be required for legal or professional regulatory purposes. Further it should be permitted to use the deliverables for its own purposes.</p> <p>Retention of Copies: The Service Provider may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how (“Materials”) that it owns or has the right to use in performing the services. Notwithstanding the delivery of any reports, the agency retains all intellectual property rights in the Materials (including any improvements or knowledge developed while performing the services), and in any working papers compiled in connection with the services.”</p>	No Change. RFP condition will prevail.
60	NA	Additional Clause Request	No Duty of Care towards Third Parties: The Service Provider will not accept any responsibility for Duty of Care towards the Third Party.	No Change. RFP condition will prevail.

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
61	NA	Additional Clause Request	<p>We hereby request the department to kindly add the given clause:</p> <p>Indemnification: The Service Provider shall indemnify the Client in full for any failure in performance on account of its default or non-fulfilment of its obligations and the same is performed by the client or any other agency engaged by the Client. In such case all the costs and expenses incurred by the client are recoverable from the Service Provider.</p> <p>Department must also indemnify the Service Provider for losses/damages suffered:</p> <p>(i) Due to any third party claims</p> <p>(ii) Due to any fraud, misrepresentation or omission of facts by the Client or any of its personnel.</p>	No Change. RFP condition will prevail.
62	NA	Additional Clause Request	<p>We hereby request the department to kindly add the given clause:</p> <p>"Under no circumstances shall the liability of the Consultant if any, exceed the amount of fee received for services under this Agreement"</p>	No Change. RFP condition will prevail.
63	Point No.13 Pre-Qualification Criteria SN-03, PG-33	The Sole Bidder / Any Partner in case of a consortium, should have experience of at least last 03 years in management and monitoring of training/ skill development/education field on a large scale to cumulatively at least 05 Lakh candidates / students through its franchised or affiliated or authorized centers or at different schools / colleges under State/Central Education / ICT programs.	<p>Please amend the clause as under:</p> <p>The Sole Bidder / Any Partner in case of a consortium, should have experience of at least last 03 years in management and monitoring of training/ skill development/education field/Examination Solution on a large scale to cumulatively at least 05 Lakh candidates / students through its franchised or affiliated or authorized centers or at different schools / colleges under State/Central Education / ICT programs.</p>	No Change. RFP condition will prevail.

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
64	Point No.13 Pre-Qualification Criteria SN-04, PG-33	IT Portal will mean portals that cover the entire training/education /skill development value chains, starting from registration of centers/candidates, batch formation, attendance module, invoice module, assessment & certification, placement details & tracking etc. (Please refer TOR)	Please amend the clause as under: IT Portal will mean portals that cover the entire training/education /skill development value chains, starting from registration of centers/candidates, batch formation/center allocation, attendance module, invoice module/payment process, assessment/examination & certification/results etc. (Please refer TOR)	No Change. RFP condition will prevail.
65	Point No.13 Pre-Qualification Criteria SN-05, PG-34	LMS for E_Content Courses (KYP and BSCFA Course) will mean LMS covering the entire value chain related to training/education /skill development field. (Please refer TOR)	Please amend the clause as under: LMS for E_Content Courses will mean LMS related to training/education /skill development field.	No Change. RFP condition will prevail.
66	Point No. 14. Technical Proposal Evaluation Criteria 1, PG-35	Average Annual Turnover of the Bidder as per the audited consolidated financial statements for the last 3 financial years (FY 2017-18, FY 2018-19 and FY 2019-20): > 200 Crore: 15 Marks > 150 Crore & <= 200 Crore: 12 Marks > 100 Crore & <= 150 Crore: 10 Marks > 50 Crore & <= 100 Crore: 08 Marks	Please amend the clause as under: Average Annual Turnover of the Bidder as per the audited consolidated financial statements for the last 3 financial years (FY 2017-18, FY 2018-19 and FY 2019-20): > 100 Crore: 15 Marks > 75 Crore & <= 100 Crore: 12 Marks > 50 Crore & <= 75 Crore: 10 Marks > 25 Crore & <= 50 Crore: 08 Marks	No Change. RFP condition will prevail.

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
67	Point No.14 Technical Proposal Evaluation Criteria: SN-2.2, PG-36	The Sole Bidder / Any Partner in case of a consortium should have experience of developing at least three IT portal in state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects which has managed training/education /skill development value chains. > 10 IT Portal: 10 Marks > 05 IT Portal <= 10 IT Portal: 07 Marks > = 03 IT Portal <= 05 IT Portal: 05 Marks	Please amend the clause as under: The Sole Bidder / Any Partner in case of a consortium should have experience of developing at least three IT portal or One Portal for minimum three departments in state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects which has managed training/education /skill development value chains. > 10 IT Portal/Departments: 10 Marks > 05 IT Portal/Departments <= 10 IT Portal/Departments: 07 Marks > = 03 IT Portal/Departments: <= 05 IT Portal/Departments: 05 Marks	No Change. RFP condition will prevail.
68	Point No.14 Technical Proposal Evaluation Criteria: SN-2.3, PG-36	The Sole Bidder / Any Partner in case of a consortium should have experience of developing/ providing Learning Management System (LMS) services in at least three state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects in training/education /skill development field.  > 10 LMS: 10 Marks > 05 LMS <= 10 LMS: 07 Marks > = 03 LMS <= 05 LMS: 05 Marks	Please amend the clause as under: The Sole Bidder / Any Partner in case of a consortium should have experience of developing/ providing Learning Management System (LMS)/Examination Solution services in at least three state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects in training/education /skill development field/Examination. > 05 LMS: 10 Marks > 03 LMS <= 05 LMS: 07 Marks > = 01 LMS <= 03 LMS: 05 Marks	No Change. RFP condition will prevail.

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
69	39. Technical Architecture, Page no 101	Integration with third party systems	Kindly clarify whether integration capabilities should include the following: a) Routing messages between services b) Converting transport protocols between requester and serviced c) Transforming message formats between requester and service d) Handling business events from disparate sources e) Support connectivity between end points through a variety of protocols and application programming interfaces (APIs): f) ESB should support Web services standards that enable applications to make use of Web service capabilities, SOAP/HTTP, SOAP/JMS, WSDL 1.1, UDDI 3.0 Service, Service Registry, Web Service Gateway	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.
70	41. Security Page No. 101	Application access needs to be protected through two layers of firewalls of different makes	Is there any requirement for application to be hosted in two separate network security zone?	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
71	41. Security , Page no 101	As applications will have local server / client capability it should be secured enough so that no one can penetrate into the software / database	<p>Kindly clarify whether the following the -security capabilities are required at the database-repository of the LMS Application:</p> <ul style="list-style-type: none"> <li>a) Should support role based access control, user based privileges.</li> <li>b) Should support password management mechanism with expirable passwords and password management.</li> <li>c) Should support the option to encrypt data before transferring over a network.</li> <li>d) Should support the option to encrypt the data stored in the database without changing application code.</li> <li>d) Should support Built-in encryption key lifecycle management, with assisted key rotation</li> <li>e) Should support Industry-standard algorithms including AES (128, 192, and 256 bit keys)</li> <li>f) Encryption technology should not cause performance degradation by using Hardware acceleration from Intel® AES-NI and SPARC T-Series</li> <li>g) Restrict Database Administrator and other highly privileged users to access application data stored in the database.</li> <li>h) Super users should not be able to select, insert, update or delete from the sensitive tables in the database.</li> <li>i) Restrict DBA access to the database through back-end even for certain administrative activity.</li> <li>j) Flexible and adaptable controls over who, when, where and how applications, databases and data can be accessed.</li> <li>k) Database should have the capability to accurately detect and block unauthorized database activity including SQL injection attacks by monitoring traffic to any kind of databases</li> </ul>	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
72	41. Security , Page no 102	Load Balancer for distribution of traffic among multiple web/app servers	Inorder to support 99% uptime, the database layer will need high availability(HA) config. Please confirm	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.
73	General	Disaster Recovery	Please confirm if there will be disaster recovery site for the database which can also cater to real-time reports and backups.	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.
74	m. MIS Reports and Dashboard: Page no 63	The portal should have the feature to provide different reports in the system. These reports should be available both at local and central level and should have different flavours based on user roles.	Kindly mention whether there are any reporting or dashboarding requirements other than the ones mentioned like data visualization, dashboarding, predictive analysis, trend analysis, alerts, gap analysis and generating actionable intelligence from the data for the envisaged solution. Also, if there will be requirement for business users to create adhoc reports like trend analysis for student enrollment achievement or dropouts in next 4-5 years. Please confirm.	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.
75	General	General	Is there any requirement to host non-prod environment like training/test in separate physical server?	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.
76	General	General	We understand that application server will have redundancy by using loadbalancer to distribute users among multiple app server, is there any requirement for physical server level redundancy for DB server?	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
77	General	Database performance characteristics and data volume	<p>The specifications provided in the RFP does not mention performance characteristics of the data repository layer. Kindly clarify whether the following performance characteristics are required:</p> <p>a) a) Should have public TPC-C and TPC-H benchmarks and should have leadership position in such benchmarks.</p> <p>b) Should be built-in capability to execute large complex queries with parallelism and database performance should not degrade with increase in data volume.</p> <p>c) Should have the ability to handle deadlock situations, without any application slowing.</p> <p>d) Should have the capability of partitioning of tables and indexes within database servers according to pre-defined criteria.</p> <p>e) Should have compression capabilities</p> <p>f) Should allow historical data to be permanently accessible without additional load from the point of view of the operational system so that historical queries do not affect the smooth operation of the operational process. Also, access to historical data must be transparent from the application point of view of the user.</p>	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.
78	General	NA	Request to give preference to COTS product	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.



SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
79	Integration with third party systems 39. Technical Architecture, PG-100	Integration with third party systems	Kindly clarify whether integration capabilities should include the following: a) Routing messages between services b) Converting transport protocols between requester and serviced c) Transforming message formats between requester and service d) Handling business events from disparate sources e) Support connectivity between end points through a variety of protocols and application programming interfaces (APIs): f) ESB should support Web services standards that enable applications to make use of Web service capabilities, SOAP/HTTP, SOAP/JMS, WSDL 1.1, UDDI 3.0 Service, Service Registry, Web Service Gateway	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
80	<p>Security: The applications should have very strong and robust security provisions including encryptions. As applications will have local server / client capability it should be secured enough so that no one can penetrate into the software / database</p> <p>41. Security , Page no 101</p>	<p>As applications will have local server / client capability it should be secured enough so that no one can penetrate into the software / database</p>	<p>Kindly clarify whether the following the -security capabilities are required at the database-repository of the LMS Application:</p> <ul style="list-style-type: none"> <li>a) Should support role based access control, user based privileges.</li> <li>b) Should support password management mechanism with expirable passwords and password management.</li> <li>c) Should support the option to encrypt data before transferring over a network.</li> <li>d) Should support the option to encrypt the data stored in the database without changing application code.</li> <li>d) Should support Built-in encryption key lifecycle management, with assisted key rotation</li> <li>e) Should support Industry-standard algorithms including AES (128, 192, and 256 bit keys)</li> <li>f) Encryption technology should not cause performance degradation by using Hardware acceleration from Intel® AES-NI and SPARC T-Series</li> <li>g) Restrict Database Administrator and other highly privileged users to access application data stored in the database.</li> <li>h) Super users should not be able to select, insert, update or delete from the sensitive tables in the database.</li> <li>i) Restrict DBA access to the database through back-end even for certain administrative activity.</li> <li>j) Flexible and adaptable controls over who, when, where and how applications, databases and data can be accessed.</li> <li>k) Database should have the capability to accurately detect and block unauthorized database activity including SQL injection attacks by monitoring traffic to any kind of databases</li> </ul>	<p>This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.</p>

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
81	Load Balancer for distribution of traffic among multiple web/app servers 41. Security , Page no 102	Load Balancer for distribution of traffic among multiple web/app servers	Inorder to support 99% uptime, the database layer will need high availability(HA) config. Please confirm	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.
82	Generic clarification	Disaster Recovery	Please confirm if there will be disaster recovery site for the database which can also cater to real-time reports and backups.	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.
83	m. MIS Reports and Dashboard: B. Candidate's administrative life-cycle management system->m. MIS Reports and Dashboard, Page no 63	The portal should have the feature to provide different reports in the system. These reports should be available both at local and central level and should have different flavours based on user roles.	Kindly mention whether there are any reporting or dashboarding requirements other than the ones mentioned like data visualization, dashboarding, predictive analysis, trend analysis, alerts, gap analysis and generating actionable intelligence from the data for the envisaged solution. Also, if there will be requirement for business users to create adhoc reports like trend analysis for student enrollment achievement or dropouts in next 4-5 years. Please confirm.	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.

SN	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
84	Generic clarification	Database performance characteristics and data volume	<p>The specifications provided in the RFP does not mention performance characteristics of the data repository layer. Kindly clarify whether the following performance characteristics are required:</p> <p>a) a) Should have public TPC-C and TPC-H benchmarks and should have leadership position in such benchmarks.</p> <p>b) Should be built-in capability to execute large complex queries with parallelism and database performance should not degrade with increase in data volume.</p> <p>c) Should have the ability to handle deadlock situations, without any application slowing.</p> <p>d) Should have the capability of partitioning of tables and indexes within database servers according to pre-defined criteria.</p> <p>e) Should have compression capabilities</p> <p>f) Should allow historical data to be permanently accessible without additional load from the point of view of the operational system so that historical queries do not affect the smooth operation of the operational process. Also, access to historical data must be transparent from the application point of view of the user.</p>	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.
85	Page 101/ section 41 (security)	"Application access needs to be protected through two layers of firewalls of different makes"	Is there any requirement for application to be hosted in two separate network security zone?	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.
86	Generic clarification	NA	Is there any requirement to host non-prod environment like training/test in separate physical server?	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at

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				BSDM office for further understanding on this.
87	Generic clarification	NA	Understand that application server will have redundancy by using loadbalancer to distribute users among multiple app server, is there any requirement for physical server level redundancy for DB server?	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.
88	Generic clarification	NA	Request to give preference to COTS product	This will depend on the particular requirement of the BSDM as mentioned in TOR. You may connect with our technical team at BSDM office for further understanding on this.