



Reserve Bank of India
RBI Academy
Human Resource Management Department, Central Office

Corrigendum and Minutes of Pre-Bid Meeting – Expression of Interest (EOI) for e-Learning Courses for Reserve Bank of India

Please refer to Expression of Interest (EOI) inviting bids from eligible reputed vendors for procurement of 1000 licenses for e-Learning courses for RBI Academy, Human Resource Management Department, Central Office, Reserve Bank of India. The EOI was released on [February 10, 2020](#) on the RBI website.

In terms of the schedule of EOI, written queries have been received by e-mail from five vendors viz. M/s CRISIL, M/s Manipal Technologies Ltd., M/s Enthralltech, M/s Coursera and M/s PAL InfoCom Technologies Pvt. Ltd.

A pre-bid meeting in connection to the above EOI was held on February 27, 2020 at 3:00 pm at 20th Floor Conference Room, HRMD, Central Office, RBI, Fort, Mumbai. The list of companies present in the pre-bid meeting were as below:-

- i. M/s Bennett Coleman & Co. Ltd
- ii. M/s CRISIL

- iii. M/s Enthralltech
- iv. M/s Ernst & Young LLP
- v. M/s Manipal Technologies Limited

The queries raised by the prospective bidders through email and during the pre-bid meeting on the captioned EOI were addressed and the details of the discussions that emanated from the meeting in this regard are furnished in **Annex A**.



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Annexure-A

EOI Page no/ Point No	Description as given in the EOI document	Query	RBI's Response / Reply
6/4.1	The RBI Academy plans to purchase 1000 licenses for online courses wherein one license would authorize one user to enrol in one course.	Each course for which RBI is seeking licenses, whether there is any learning duration (number of hours) that is taken into consideration	The average duration of the course shall be 4 to 6 weeks with 4 to 5 hours of efforts / engagement of the learner in each week.
6/4.2	The Academy proposes to use these 1000 licenses in one year.	What will be the payment milestones?	The payment milestones will be shared at the RFP stage.

7/4.4	Number of Courses – To start with, the vendor would provide access to 34 courses as mentioned above (point 4.3). However, there should be a provision to add more courses to the catalogue as and when need for a specific course arises keeping the future training needs of the Bank.	Can the vendor apply for the Expression of Interest in case of partial coverage of topics? Our company has coverage on functional areas and not the behavioural aspects.	Yes, Under Criteria No. 1, the vendor should score 22.5 marks out of 45. Further details are mentioned in Section 7 (Evaluation of EOI).
8/4.7	Assessment -Each course should have an assessment in terms of MCQ or project work at the end of the course	For keeping the online learning modules engaging for the participants, our company has developed different types of assessments at the end of modules. Some modules include MCQ assessment while the others include gamification and drag & drop type assessments	Assessments can be in other forms also.
8/4.8	Certification – A certificate shall be awarded to participants after successful completion of the course	Whether a completion certificate or a passing certificate is required in this case.	Passing certificate is required.
8/4.9	VAPT / RA requirement -The online platform might need to undergo Vulnerability Assessment, Penetration Testing (VAPT) and other Security and risk assessment before Go Live or might need to share relevant VAPT reports periodically for scrutiny. If there any major gaps in the assessment, it is the responsibility of the vendor to fix those gaps before Go Live at no additional cost to the Bank during the contract period.	i. The courses will be accessed through our Learning platform. The application is hosted on our physical servers. Will VAPT be required in this case? ii. Is there a requirement of single sign on for the application on which courses will be hosted?	i. Yes, VAPT/RA may be required. ii) There is no requirement for single sign on.

9/6.4	The bidder should provide courses which contains video lectures, quiz, discussion forums, assignments and should be accessible on mobile	The functionality of discussion forums is not available in the courses developed. The courses are accessible on mobile but will not adapt to the screen size.	There should be a provision for Discussion Forum in each course. If the feature is currently not available with a vendor, it should be clearly specified by them that at the time of implementation of e-Learning courses, they will be able to provide this functionality.
9/6.0	The bidder should provide courses which contains video lectures, quiz, discussion forums, assignments and should be accessible on mobile	The courses are accessible on mobile but will not adapt to the screen size.	The same should be mentioned in the proposal submitted to the Bank by the vendor.
12/7.2	Format for submission of courses/topics (Vendor may add extra rows for submission of any other relevant course(s) available under a particular domain)	Whether additional marks can be allocated for additional relevant course(s) available under a particular domain with the vendor?	No
12/7.3.2	Dashboards: Configurable Dashboards for both learners and administrators for at-a glance evaluations of training activities, monitoring learner performance	Please explain what is meant by "Configurable" used for dashboards	The dashboard should be customizable by users for better user experience.
13/7.3.6	Customization: Capability to create a familiar, learner-centric experience for our employees, with our own logo and branding	Whether logo and branding for "platform" or "course" is mentioned here	Logo and branding for Platform is required.

13/7.3.8	User Management Tools: specifying expiry date for user accounts, defining password management mechanism, restricting user registration or login into the portal based on eligibility and pre-defined conditions, right to admin to assign or approve enrolment in a course etc.	Whether these are expected to be available on the platform or can be communicated by support team on a regular basis	Some of the features can be communicated by support team on a regular basis. However, RBI admin should have the right to assign or approve enrolment in a course.
5/3.1	RBI proposes to procure 1000 licenses for online courses (one license would authorize one user to complete one course) for a duration of one year and invites response to EOI from reputed e-Learning course vendors / Massive Open Online Course (MOOC) vendor/authorized partners (hereinafter referred to as 'vendors') who can provide e-Learning Courses to provide training to the officers of the RBI. These courses should be standardized online courses developed by the vendor.	While we have built many such courses, there is a possibility that for some of them we might need to procure from others and we might need a consortium with a platform partner to deliver the courses. Is a consortium, JV allowed in such case where one partner can take the lead and become the lead bidder in the case of this ROI?	Yes, but only the lead partner will be responsible for the contractual obligation for providing services as per EOI/RFP and all courses should be available on a single platform.
6/3.7	RBI subsequently shall be floating a Request for Proposal (RFP) to those bidders who qualify in EOI process for selection of bidder for its development and implementation	Do you intend the RFP to be a closed bid?	Yes, details are provided in EOI document.
6/4.1	These courses should be standardized online courses developed by the vendor.	Is it possible that we can aggregate/curate courses from others as well (with the requisite authorization) and offer them under a single platform?	Yes, but all courses should be available on a single platform of the lead partner.

6/4.3	Relevant verticals/topics	You have mentioned these topics as indicative. Do you intend to include other topics as well - going forward. i.e will the list change once the RFP is released?	No, the list will not change once the RFP is released.
8/4.5	For eg- A course on Cyber Security may get 40 enrolment whereas a course on Employee Engagement may have only 5 enrolment. The Bank would be paying as per the actual enrolment in each course.	How would the Bank determine enrolments? Will learners self enrol themselves, or will the bank provide a list of learners that will need to be pre-registered on the platform.	Both modes will be used for enrolment.
8/4.9	The online platform might need to undergo Vulnerability Assessment, Penetration Testing (VAPT) and other Security and risk assessment before Go Live or might need to share relevant VAPT reports periodically for scrutiny. If there any major gaps in the assessment, it is the responsibility of the vendor to fix those gaps before Go Live at no additional cost to the Bank during the contract period.	How will the VAPTs be conducted? Will the vendor be doing it? Or will there be a team from the Bank's end that will conduct the testing process?	VAPT, if required, will be conducted by a team of RBI.

9/6.4	4 The bidder should provide courses which contains video lectures, quiz, discussion forums, assignments and should be accessible on mobile. Bidder should specifically confirm on their letter head in this regard.	Discussion forums in particular are features of a Learning Management System/ Learning Experience Platform. Courses are independent of them. However, discussion forums can be created around a course in the LMS. We just want to know that the Bank and we are on the same page. This also showcases, the bank's need for a stellar Learning Experience Platform	Discussion Forums are required for a course.
9/6.2	Bidder should have experience of minimum 3 years as on 10.02.2020, in providing online learning content with test / assessment capabilities to companies/ PSUs /Banks or their immediate regulators in India/abroad	Do these banks/PSUs need to be Indian banks or do foreign banks also qualify.	Foreign banks also qualify.
12/7.3.7	Regular creation and updation of fresh contents for courses listed above(at least every 6 months) to maintain the offerings current and relevant to users	Does the bank expect the requirements of courses to increase in the next 6 months after deployment?	It is not related to number of courses. However, the course content shall be updated regularly.
14/8.7	The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the Bank	When you say ' furnish proof of signature identification' do you mean a copy of the board resolution pertaining to authorized signatory to be submitted here?	Either Board Resolution or Power of Attorney can be submitted.

16/Annexure I	Respondent information with supporting documents	In case of a JV/Consortium/Authorized Reseller what other documents will be required to be submitted?	The copy of agreement between lead vendor and other partners specifically mentioning that the lead partner will be responsible for the contractual obligation for providing services as per EOI/RFP and all courses will be available on a single platform provided by lead partner.
8/4.5	Number of Licenses:The Bank would be paying as per the actual enrolment in each course	Does this mean that Bank expects to be invoiced only after enrolments happen? Will there not be a committed invoice amount upfront in the year? Will he invoicing be linked to utilization of enrollments	There will be a committed invoice. However, the Bank will have an option to extend the duration by another 6 months without any extra cost in case of non-utilization of 1000 licenses in 1 year.
12/7.3	Features : Asynchronous Learning	You have mentioned about the courses in Video format. Should it have assessments and online reading in-built in the video or can those be part of learning platform?	Assessments and online reading can be part of learning platform.
12/7.3	Features : Asynchronous Learning	What is the ultimate format you need, Video or SCORM?	It can be mix of both.
Pre-bid Meeting Queries	Quality of the courses	Is RBI okay with any quality of English as few courses may be developed by SMEs who are non native speakers and can sometimes be difficult to understand by Indian consumers	No
Pre-bid Meeting Queries	Evaluation of EOI	Is RBI going to have a detailed demo of each and every course of all bidders during technical qualification	Demo may be asked on a case to case basis.
Pre-bid Meeting Queries	Evaluation of EOI	How many minimum courses a vendor should have in order to qualify for EOI	Please refer point No. 7.4 under Evaluation of EOI

Pre-bid Meeting Queries	RFP	When is RFP expected to be floated	The deadline of submission of EOI is March 27, 2020 and RFP is expected to be floated in May 2020.
Pre-bid Meeting Queries	Submission of EOI	Is there any particular format for scanned files which needs to be submitted along with hard copy	The scanned documents should be in searchable pdf format.
Pre-bid Meeting Queries	EOI	In EOI, do we need to give any indication of commercials	Commercials should not be quoted/indicated at any place and in any form in the EOI response. For details, please refer point no. 8.12.