



**Central Bank of India**

**Learning & Development Department**

Sir Sorabji Pochkhanawala Bankers' Training College  
JVPD Scheme, Juhu Vile Parle (West), Near Cooper Hospital  
Mumbai, Maharashtra – 400056

Tender Ref. No.: GEM/2025/B/6049906

CLARIFICATIONS

in response to queries raised for

REQUEST FOR PROPOSAL (RFP)

FOR

SELECTING A PUBLIC CLOUD-BASED LEARNING MANAGEMENT SYSTEM (LMS) INCLUDING MOBILE  
APPLICATION FOR THE BANK

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S. No.	RFP Page No.	RFP Clause Name & No.	Existing Clause	Bidder's Query/Suggestion/Remarks	Bank's Response
1	12	3. Scope of Work	The selected bidder will play a pivotal role in shaping the future of learning and development at the Bank.	Will the Bank conduct user testing of the courses, or should the vendor handle it internally before delivery?	Vendor should handle before delivery.
2	12	E. CONTENT DEVELOPMENT		What is your preferred SCORM version for e-learning content compatibility? Please specify.	Latest available version.
3	12	E. CONTENT DEVELOPMENT		Do you have any specific requirements for the e-learning development tool? If yes, please specify.	No
4	12	E. CONTENT DEVELOPMENT		Could you clarify whether you are considering game-like learning or game-based learning?	Both
5	12	E. CONTENT DEVELOPMENT		Are you planning to incorporate post-training evaluations?	Yes
6	12	Scope of Work: Analytics and MIS	<p>Provide the Learning and Development (L&amp;D) teams with visibility into training program performance through advanced reports.</p> <p>Provide robust mechanisms for the measurement of training efficacy, enabling continuous improvement</p>	<p>We will need further elaboration on the requirements under the advanced reports and mechanisms for measurements of training efficacy.</p> <p>Kindly provide an explanation and detailing.</p>	Kirk Patrik Model
7	13	F	<p>Technical Performance</p> <p>Facilitate the migration of historical training data to ensure continuity and accessibility.</p> <p>Transfer existing e-learning content to the new LMS platform for seamless access and management</p>	We understand content migration is required from current to new LMS, please share quantum with us	Please refer Page No 102

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8	13	Scope of Work: Personalization	The Bank prefers to have a Learning Management System hosted in Public Cloud which provides an employee centric learning environment that would create a pull factor for the employees to learn continuously.	We host our solution in our own Data Center which is CERT-IN certified and empanelled as Cloud Service Provider by MeITY.  Request to relax this criterion and accept hosting, data storage and processing of the solution on our own Data Center / Servers.	Regret inability
9	14	3	3. SCOPE OF WORK v. Vendor should provide Customer Success Manager for onboarding & support. It should also provide a Customer Support Team for onboarding & support.	Kindly confirm that the Customer Success Manager and Support Team can be provided online and there is no requirement for onsite manager and team.	Onsite support is required only in exigencies.
10	14	3	3. SCOPE OF WORK v. Vendor should provide Customer Success Manager for onboarding & support. It should also provide a Customer Support Team for onboarding & support.	Kindly mention if any onsite manpower is required. If onsite manpower is required kindly mention the number of manpower required and also add a row in commercial bid to quote for the manpower.	Onsite support is required only in exigencies.
11	14	A	PLATFORM & DOMAINS The proposed solutions should be WCAG (WCAG 2.1 or WCAG 2.2) compliant.	Our LMS is not certified to be WCAG compliant. Can we be exempted from this?	Regret inability
12	14	3. SCOPE OF WORK	ii. E-Learning should be available through the Internet and Intranet.	Our LMS is deployed over a public cloud and requires internet access. Could you clarify your requirement for intranet access? Do you need LMS access within a private network without internet dependency, or should it support VPN-based or private cloud access?	Availability in WAN through DMZ environment & whitelisting of URL.
13	14	3. SCOPE OF WORK	v. The system may have the capability of Single-sign-on functionality with third party tools. For example, if required it can be integrated with HRMS and/or Central RISE application of the Bank.	Which SSO protocol do you require for integration—SAML 2.0, OAuth 2.0, OpenID Connect, or any other?	As per the availability & requirement

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14	14	A. PLATFORM & DOMAINS	The system should have the ability to manage text throughout the website.	Kindly explain the meaning of this statement with respect to an LMS.	The system should have the ability to manage text throughout the website.
15	14	Scope of Work: Personalization	Network Bandwidth required for hosting the proposed LMS System in Public Cloud (Dedicated Cloud), needs to be shared by the bidder in response. Bidder also needs to share Deployment Model, Software Architecture diagram, Network Architecture Diagram, Schema Design, Performance Benchmark of the System, Benchmark of Data Import process of the System (Data upload/ Data Migration, if any), Product Specifications (Functionality Specification Documents, Brochures, Videos, etc.), User Manual, Operations Manual, System Administrator Manuals, Training Materials for Branch Users, Functional Administrators and Technical Administrators, Case Studies of the proposed version of the software, and the USP of the proposed System.	We will not be able to share any propriety documents with respect to the solution creation and implementation.  Requesting you to kindly clarify the requirement for these documents.	Please be guided by Clause iii.
16	Scope of Work 5 & 8	CUSTOMIZATION AND INTEGRATION  LMS INTEGRATION	iv. Integration with Central RISE and HRMS.  Entire Section	Our solution integration with third-party/legacy apps needs requirement details and technical details of the other application for feasibility analysis and estimation. Request for more details.	Details will be shared with the successful bidder.

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17	Scope of Work 9	CONTENT OWNERSHIP AND INTELLECTUAL PROPERTY	<p>i. Upon completion and full payment for the project, all content, materials, and intellectual property produced will become the sole property of Central Bank of India.</p> <p>ii. The vendor should not reuse or redistribute the content created without prior written approval of the Bank.</p>	<p>We provide and implement our cloud-based product solution in a SaaS Model (Software as a service) which is implemented for multiple customers.</p> <p>Since it is an in-house developed proprietary solution, we will not be able to handover any proprietary material at any stage and end of project.</p> <p>Only the non-proprietary data and material pertaining to the project will be handed over.</p>	Please abide by Appendix A.
18	Scope of Work 5	CUSTOMIZATION AND INTEGRATION	<p>ii. Migration of complete data from existing solution to new solution: The data includes complete employee information, courses, video and audio libraries/ files/pdf /txt/xls/xlsx/doc /docx files, reports of staff and any other information present in the system relevant to the proposed solution.</p>	<p>Request for more technical details of the existing application in terms of database details and size, volume, content types, size of content files etc. for estimation purpose.</p>	Please refer Page No 102
19	15	B. USER CREATION & COURSE ENROLMENTS	<p>ii. The system should be capable of integrating with Bank's existing portals such as Central RISE and HRMS and sync the courses allotted in these platforms with user's profile on LMS to allow smooth user experience.</p>	<p>Are courses residing in your current LMS which is Central Rise, please validate our understanding</p>	<p>Central RISE is our Employee Development portal. Courses are residing in our LMS.</p>
20	15	C. CUSTOMIZATION AND INTEGRATION	<p>All the features in Bank's current e-Learning Application must be incorporated in the proposed System in the first production build. The vendor team shall prepare a Business Requirement Document after studying existing features and workflows present in the current system to ensure all existing features in the new System.</p>	<p>Does this mean Bank will need a single UAT/Production environment for incorporating customizations?</p>	<p>Please refer Appendix C, Table C (Page No. 95).</p>

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21	15	C. CUSTOMIZATION AND INTEGRATION	Migration of complete data from existing solution to new solution: The data includes complete employee information, courses, video and audio libraries/files/pdf/txt/xls/xlsx/doc/docx files, reports of staff and any other information present in the system relevant to the proposed solution.	We understand content migration is required from current to new LMS, please share quantum with us	Please refer Page No 102
22	15	3. SCOPE OF WORK	i. Automatic account creation after syncing with Central RISE. ii. The system should be capable of integrating with Bank's existing portals such as Central RISE and HRMS and sync the courses allotted in these platforms with user's profile on LMS to allow smooth user experience.	What integration method is preferred—API, database sync, or file-based transfer?	Whichever that suits best the platforms & situation.
23	15	3. SCOPE OF WORK		Should course completion statuses be synced bidirectionally between LMS and Central RISE/HRMS?	Yes
24	15	3. SCOPE OF WORK		Should course assignments be pushed from Central RISE/HRMS to LMS, or should LMS fetch them on demand?	Both
25	15	3. SCOPE OF WORK		Should LMS sync only course assignments, or also completion statuses, scores, and progress?	All
26	15	C. CUSTOMIZATION AND INTEGRATION	iv. Integration with Central RISE and HRMS.	What specific data/functionalities should be integrated? Should the integration support bidirectional data flow between LMS, Central RISE, and HRMS? What data fields need to be synced.	Integration should support bidirectional data flow. Details shall be discussed with the successful bidder.

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27	15	C. CUSTOMIZATION AND INTEGRATION	ii. Migration of complete data from existing solution to new solution: The data includes complete employee information, courses, video and audio libraries/files/pdf/txt/xls/xlsx/doc/docx files, reports of staff and any other information present in the system relevant to the proposed solution.	Can you provide details on data volume (users, courses, files, reports, etc.)?  Which specific historical records be migrated?	Please refer Page No 102
28	15	Scope of Work: User Creation and Course Enrolments	Automatic account creation after syncing with Central RISE	Requesting detailed clarification for this requirement.	Automatic account creation of new users as per Central RISE data
29	16	D. E-LEARNING COURSES (SELF-PACED LEARNING COURSES) - CONTENT CREATION & MANAGEMENT	xxv. The system should have a built-in testing and survey creation tool.	What is mean by built in testing tool? Please explain the use case.	Functionality to administer online test & survey.
30	17	E	E. CONTENT DEVELOPMENT i. Course Development: • Design and develop on an average 100 e-Learning modules in a year, each consisting of 50-60 slides on various topics.	The e-Learning modules should have human voiceover or machine voiceover? Kindly confirm.	Either

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31	17	i	Design and develop on an average 100 e-learning modules in a year, each consisting of 50-60 slides on various topics.	To ensure clarity, we would like to confirm our understanding of the e-learning module development requirements. We understand that approximately 100 e-learning modules are to be developed each year, leading to an estimated 500 e-learning modules developed over the 5-year project duration. Please confirm if this is correct.	For the purpose of calculation and evaluation, the Bank will consider creation of 100 e-learning modules per year across the 5 year period. This does not indicate Bank's minimum commitment, and the actual number may increase or decrease as per the requirement of the Bank.
32	17	D. E-Learning Courses (Self-Paced Learning Courses)	The system should have the ability to integrate with thousands of courses from any vendor or custom content built by a client that follows SCORM standards.	Will the Bank provide existing e-learning content, or does the vendor need to develop all new training modules?	Both
33	17	E. CONTENT DEVELOPMENT		Will the courses be developed exclusively in English, or do you require regional language versions as well? If so, which languages are you targeting?	Please refer Appendix C.
34	17	E. CONTENT DEVELOPMENT		For videos, can you confirm if you are looking for 2D and illustration-based animations, rather than live-recorded videos?	Both
35	17	E. CONTENT DEVELOPMENT		Of the total 450 hours of e-learning development, what is the expected distribution in terms of engagement levels?	Question unclear
36	17	E. CONTENT DEVELOPMENT		What are the primary subject areas for the e-learning content?	Behavioural & Functional
37	17	E. CONTENT DEVELOPMENT		Can you confirm whether the content will be provided by CBI?	Might be



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38	17	E. CONTENT DEVELOPMENT		Will subject matter expertise be provided by CBI as well?	Might be
39	17	E. CONTENT DEVELOPMENT		Are you looking for completion certificates, or do you require graded certification that defines individual proficiency levels?	Both
40	17	E. CONTENT DEVELOPMENT		Do you require a fully responsive solution, or are limited responsive features from certain rapid authoring tools acceptable?	Fully responsive solution
41	17	D. E-LEARNING COURSES (SELF-PACED LEARNING COURSES) - CONTENT CREATION & MANAGEMENT	Micro Learning - Deliver training program in bite-sized pieces like nuggets, publications, Audio clips (Tab for Audio contents).	Kindly explain the meaning of this statement with respect to an LMS.	LMS should have features to host these micro learning items.
42	18	Appendix - B	Bidder should have executed similar projects for at least 2 (two) Banks in India with user base of minimum 20,000 users between FY 2018-19 to date.	Can this clause be relaxed to: Bidder should have executed similar projects for at least 2 (two) BFSI/Corporate Enterprise client in India with user base of minimum 5,000 users between FY 2018-19 to date.	Regret inability
43	19	E	E. CONTENT DEVELOPMENT VENDOR RESPONSIBILITIES  i. Content Creation: The vendor is responsible for researching, creating, and delivering the full set of content based on the requirements and timelines outlined in the RFP.	By researching does it mean that the vendor has to source / generate the raw content and Subject Matter Expert for the eLearning Modules? Or the Bank will provide the raw content and SMEs? Kindly confirm.	Either

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44	19	E	<p>E. CONTENT DEVELOPMENT VENDOR RESPONSIBILITIES</p> <p>i. Content Creation: The vendor is responsible for researching, creating, and delivering the full set of content based on the requirements and timelines outlined in the RFP.</p>	<p>If the vendor must onboard the SMEs kindly provide the list of subjects and also the number of SMEs required.</p>	<p>Details will be shared as &amp; when the need arises</p>
45	19	E	<p>E. CONTENT DEVELOPMENT VENDOR RESPONSIBILITIES</p> <p>i. Content Creation: The vendor is responsible for researching, creating, and delivering the full set of content based on the requirements and timelines outlined in the RFP.</p>	<p>We would request the Bank to provide SMEs. To develop 500 hrs of content in 5 years lot of SMEs will have to be required. If the vendor has to hire all the SMEs then the cost will increase significantly. Also, as per our experience getting SMEs from market is very challenging which affects timeline.</p> <p>Also, approving process takes time as the SME who gives the inputs is a outsider and the approver is from the Bank. It is always better to keep SME and approver as the same person.</p>	<p>No response required</p>
46	19	Content Ownership and Intellectual Property	<p>Upon completion and full payment for the project, all content, materials, and intellectual property produced will become the sole property of Central Bank of India.</p>	<p>We provide and implement our cloud-based product solution in a SaaS Model (Software as a service).</p> <p>Since it is an in-house developed proprietary solution, we will not be able to handover any proprietary material at any stage and end of project. Only the non-proprietary data and material pertaining to the project will be handed over.</p>	<p>Please abide by Appendix A.</p>

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47	20	G. SCOPE FOR MOBILE APPLICATION FOR LMS	ii. LMS Mobile application should be Native (iOS/Android). Hybrid applications are not acceptable.	Our LMS provides a hybrid mobile app for iOS and Android. Will a hybrid solution be acceptable, or is a native app mandatory for participation?	Native app is mandatory for participation.
48	20	G. SCOPE FOR MOBILE APPLICATION FOR LMS	iv. The Bank will conduct security testing of the Mobile App (iOS & Android) quarterly/ monthly as per regulatory requirements, and the bidder must address any observation raised during testing.	Please confirm the exact frequency of security testing for the mobile app—will it be conducted monthly or quarterly?	As per regulatory requirements
49	21	ii. Features to Learners	LMS should be able to integrate with the Central RISE to include rewards from e-learning.	Please detail out the data flow.	Shall be shared with the successful bidder.
50	23	Vi	LMS and its contents must be accessible via secure port and protocols only.	Ours is a LMS solution which is accessible over the public internet. We do have authentication mechanism in place to safeguard the access to the application. All data transmission happens over HTTPS with TLS 1.2. We believe that this holds good. Pls confirm your acceptance.	Please abide by the security requirements as per the RFP.
51	23	vii	Additional level of authentication such as adaptive authentication, strong CAPTCHA (preferably with anti-bot features) with server-side validations, etc.	Our LMS does not support CAPTCHA. We support OTP based authentication. Will this be sufficient? Pls confirm.	Please abide by the security requirements as per the RFP.
52	24	K. INTEGRATION	Integration with existing applications like Central RISE, HRMS and other existing internal tools. Implement Single sign on. Also, support sending back the data to the existing bank tools (Two-way integration).	We will like to understand the scope of integration with HRMS & Central RISE application of the Bank.	Shall be shared with the successful bidder.
53	24	K. INTEGRATION	iii. Integration with third party tools i.e. Teams, Zoom, Webex, etc. for conducting virtual instructor led training. Licenses will be provided by the Bank.	Please with which tool do we need to perform integration with?	Third party tools i.e. Teams, Zoom, Webex, etc.

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54	24	L. CLOUD HOSTING	LMS should be hosted on any MeitY empanelled cloud (Dedicated Cloud) to support minimum 40000 users with 5000 concurrencies, confirming to the statutory/legal requirements of the Bank from time to time.	Do we need to quote license fees for 50k users or 40k users	Please refer Appendix F - Table A.
55	24	J. TECHNOLOGY AND SECURITY	xiv. Bank will conduct VAPT and Audit of the application and bidder is supposed to rectify all the observations.	Please share the frequency of application VAPT conducted by bank.	Currently, half yearly.
56	24	K. INTEGRATION	i. Integration with existing applications like Central RISE, HRMS and other existing internal tools. Implement Single sign on. Also, support sending back the data to the existing bank tools (Two-way integration).	Which specific internal tools, apart from Central RISE and HRMS, require integration? What functionalities should be covered? What data needs to be exchanged between LMS and Central RISE/HRMS?  Should users be able to log in via Central RISE/HRMS, or is a separate login required for LMS?	Integration details shall be discussed with the successful bidder.  Separate login is required for LMS.
57	24	Divyani	i Bank will conduct VAPT and Audit of the application and bidder is supposed to rectify all the observations.	Our solutions and hosted data centre infrastructure are audited and CERT-in certified for Information Security. We will share the reports with Customer.  As per our security policy, no external parties are allowed to audit our datacenter. Hence, we request removal of this clause.	Regret inability
58	25	iii	Bank needs dedicated cloud; shared clouds are not acceptable.	Ours is a Multi-Tenant SaaS based LMS solution provider with separate database instance for each customer. The customer data is stored in the public cloud provided by the CSPs (Azure/AWS). Pls confirm your acceptance to this setup.	Please abide by the cloud requirements as per the RFP.

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59	25	L. CLOUD HOSTING	ii. The bidder is required to provide a minimum of 3 separate cloud environments i.e. Production, Disaster Recovery and UAT. The bidder is expected to replicate the production environment in the DR.	<p>Given the extensive nature of the proposed setup across UAT, production, and DR sites, it will lead potential high costs associated with cloud infrastructure. Based on our experience for more than 350 implementation (including all major banks at India), the specified requirements may exceed typical needs, leading to unnecessary expenditure.</p> <p>We can suggest a streamlined infrastructure plan tailored to actual usage and scalability needs without compromising system performance or reliability. Also this hosting model will be cost effective. We suggest:</p> <ol style="list-style-type: none"> <li>1. Shared UAT Server with 100 LCCU</li> <li>2. Our internal shared development and QC server for internal team development and QC related task.</li> <li>3. Dedicated production server with active - passive DC-DR hosting architecture</li> <li>4. RTO &amp; RPO of maximum 24 hours</li> </ol> <p>Please confirm whether we can go with the above hosting model.</p>	Regret inability
60	25	L. CLOUD HOSTING	iv. The deployment in the cloud should have a Business Continuity Plan and should have uptime of 99.95%.	There is a discrepancy in the uptime requirement—one section mentions 99.95%, while another states 99.5%. Please confirm the exact uptime SLA expected for cloud deployment.	There is no discrepancy. Minimum Cloud uptime should be 99.95%. Minimum Application uptime should be 99.50%.

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61	25	L. CLOUD HOSTING	xix. Option for disconnected learning and handheld devices should be available.	Can you clarify the expected scope of disconnected learning? Should the LMS support offline access to SCORM courses and progress tracking on handheld devices, with automatic sync when back online?	Yes.
62	26	M	M. QUALIFICATION & EXPERIENCE OF PERSONNEL DEPUTED FOR ONSITE SUPPORT	Kindly mention the number of personnel to be deputed for onsite support along with the duration for which the personnel have to be deputed.  Also, kindly add a separate row in commercial bid to quote for this.	Onsite support is required only in exigencies.
63	26	M	The Vendor support person / engineer deputed to the Bank is liable to be interviewed by the Bank's Technical Team at its IT Department in Mumbai for ascertaining his/her suitability and only upon the clearance from the Bank's Technical Team, he/she will be permitted to work.	To ensure accurate planning, we require clarification regarding the need for vendor-deployed experts at the Central Bank of India premises. Since the LMS is cloud-based, we believe on-site deployment may not be necessary. Could you please confirm this and provide a detailed explanation of the deployment requirements?	Onsite support is required only in exigencies.
64	26	Scope of Work; Point M	QUALIFICATION & EXPERIENCE OF PERSONNEL DEPUTED FOR ONSITE SUPPORT	Could you clarify whether it is mandatory to deploy resources at the Bank's premises during implementation and maintenance? As a SaaS provider, our engineers and tech support team operate from our Tech Center in Bangalore, India, ensuring seamless remote support.	Onsite support is required only in exigencies.
65	37	26. Warranty and Annual Maintenance Contract	Vendor is responsible for LMS maintenance and support.	Will the vendor be required to provide onsite support at multiple Bank locations, or will remote support suffice?	Onsite support is required only in exigencies.

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66	39	26. WARRANTY AND ANNUAL MAINTENANCE CONTRACT	<p>During the support period (warranty and AMC, if desired), Service Provider shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the Software Solution and its components as per the Bank's requirements. Comprehensive maintenance shall include, among other things, day to day maintenance of the Software Solution as per the Bank's policy, reloading of firmware/software, compliance to security requirements, etc. when required or in the event of system crash/malfunctioning, arranging and configuring facility as per the requirements of the Bank, fine tuning, system monitoring, log maintenance, etc. The Bidder shall provide services of an expert engineer at Central Bank of India, Sir SPBT College, Mumbai or at other locations wherever required, whenever it is essential. In case of failure of Software Solution, the Bidder shall ensure that Software Solution is made operational to the full satisfaction of the Bank within the given timelines</p>	<p>Our application comes bundled with support and maintenance services as part of our AMC plan. There are various types of support and maintenance services which are covered within our AMC plans.</p> <p>Our understanding is that the resource (Expert engineer) is required Onsite at Central Bank of India, Sir SPBT College, Mumbai. We request you to define the other probable locations.</p> <p>Additionally, please elaborate on:</p> <ol style="list-style-type: none"> <li>1. No. of L1 Resources required</li> <li>2. No. of L2 Resources required</li> <li>3. No of working days (Mon-Fri) or (Mon-Sat)</li> <li>4. Total working hours is as per the standard 9 hours, please confirm.</li> </ol>	<p>Onsite support is required only in exigencies.</p>
67	45	36. SERVICE PROVIDER'S OBLIGATIONS	<p>ix. Service Provider at its own expenses, agrees to provide audit report of the process and infrastructure from CERT-In empanelled ISSP, periodically, at least once in a year or as requested by the Bank.</p>	<p>We assume that this will be required only for application VAPT on PRD server. Please confirm</p>	<p>As &amp; when required by the Bank or Regulator.</p>
68	45	36. SERVICE PROVIDER'S OBLIGATIONS	<p>xi. Service Provider shall abide by the provisions of the DPDP Act, 2023 – 11th August 2023; CGDL-E-12082023-248045 as and when the Act and the relevant rules and guidelines come into force.</p>	<p>Our LMS is GDPR-compliant, ensuring strong data protection through AES-256 encryption, user consent management, data anonymization, and export features. As GDPR supersedes DPDP Act 2023, our framework aligns with its principles. Please confirm if this suffices.</p>	<p>Please be guided by appendices Q &amp; S of the RFP.</p>

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69	48	38	<p>38. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP</p> <p>vi. Service Provider shall grant the Bank a fully paid-up, irrevocable, non-exclusive, unlimited, license throughout the territory of India or abroad to access, replicate and use software provided by Service Provider, including all inventions, designs and marks embodied therein perpetually. The source code/ object code/ executable code and compilation procedures of the Software Solution should be placed under an Escrow arrangement. All necessary documentation in this behalf should be made available to the Bank. In case of Escrow arrangement, complete details and the location and the terms and conditions applicable for escrow must be specified. Any update or upgrade to source code should be informed and brought under Escrow or made available to the Bank.</p>	<p>Kindly confirm if the Escrow expenses will be borne by the Bank or by the Vendor?</p>	<p>By the Vendor</p>
70	62	Appendix - B, BIDDER'S ELIGIBILITY CRITERIA	<p>5. Bidder should have experience of minimum 5 years in providing learning platform (LMS) services.</p>	<p>We request bank to please modify the clause as below:</p> <p>Bidder or its OEM should have experience of minimum 5 years in providing learning platform (LMS) services.</p>	<p>Regret inability</p>
71	62	Appendix - B, BIDDER'S ELIGIBILITY CRITERIA	<p>7) Bidder should have executed similar projects for at least 2 (two) Banks in India with user base of minimum 20,000 users between FY 2018-19 to date.</p>	<p>We request bank to please modify the clause as below:</p> <p>Bidder or its OEM should have executed similar projects for at least 2 (two) Banks in India with user base of minimum 20,000 users between FY 2018-19 to date.</p>	<p>Regret inability</p>



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72	62	Eligibility Criteria	Bidder should have experience of minimum 5 years in providing learning platform (LMS) services.	Kindly relax this clause as- Bidder/ OEM should have experience of minimum 5 years in providing learning platform (LMS) services.	Regret inability
73	62	Eligibility Criteria	Bidder should have executed similar projects for at least 2 (two) Banks in India with user base of minimum 20,000 users between FY 2018-19 to date.	Kindly relax this clause as- Bidder/ OEM should have executed similar projects for at least 2 (two) Banks/ PSU/ Government organisation in India with user base of minimum 20,000 users between FY 2018-19 to date.	Regret inability
74	62	3	The Bidder must have an average turnover of minimum Rs. 10 crore during last 03 (three) Financial Years i.e. FY 2021-22, FY 2022-23 and FY 2023-24.	We note that the average turnover requirement is substantial and could prevent many qualified and interested companies from bidding. We request that you consider a reduction to Rs. 7 crore annually. Furthermore, please clarify if Micro and Small Enterprises (MSEs) are exempt from the turnover criteria, in accordance with GeM guidelines.	Regret inability. Exemptions are as per Appendix B of the RFP.
75	62	7	Bidder should have executed similar projects for at least 2 (two) Banks in India with user base of minimum 20,000 users between FY 2018-19 to date.	To ensure a fair and inclusive bidding process, we respectfully request that you reconsider the clause that limits eligible experience to only banks. This requirement could inadvertently exclude bidders with valuable experience from other sectors or entities. We propose that you expand the eligibility criteria to include such experience. We also request clarification on whether experience with the World Bank is considered equivalent to bank experience.	Regret inability
76	62	Pt 7 Eligibility Criteria	Bidder should have executed similar projects for at least 2 (two) Banks in India with user base of minimum 20,000 users between FY 2018-19 to date.	Kindly consider experience with foreign banks as well, given that LMS implementations for international financial institutions also demonstrate relevant expertise.	Regret inability

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77	62	Appendix B	Bidder should have executed similar projects for at least 2 (two) Banks in India with user base of minimum 20,000 users between FY 2018-19 to date.	Since the timeline specified is from FY 2018-19 to the present, can you confirm if submission of documents related to upgrades and renewals will be acceptable?	Regret inability
78	62	Appendix B: Bidder's eligibility criteria	Certificate from statutory auditor for the preceding 3 years should be submitted.	We will be submitting a CA certificate detailing the required financial information. Requesting you to accept the same.	Regret inability
79	62	Appendix B: Bidder's eligibility criteria	Bidder should have executed similar projects for at least 2 (two) Banks in India with user base of minimum 20,000 users between FY 2018-19 to date.	Request to modify this clause to:  Bidder should have executed similar projects for at least 2 (two) Banks/Central/ State/ Private Universities/ Boards/ Educational Institutes/ Professional Institutes in India with user base of minimum 20,000 users between FY 2018-19 to date.	Regret inability
80	62	Appendix B: Bidder's eligibility criteria	Copy of the work order and/or Certificate of completion of the work. The Bidder should also furnish user acceptance report.	Request to modify this clause to:  Copy of the work order and/or Certificate of completion of the work. <del>The Bidder should also furnish user acceptance report.</del>	Regret inability
81	65	Appendix- C	Appendix - C LEARNING PLATFORM REQUIREMENTS  General	For several features/requirements in Appendix- C it is mentioned 'ILT/VILT'. Should bidders consider this as required in both 'ILT and VILT' or consider this as required either in 'ILT' or in 'VILT'.  ILT and VILT are different. Some features might be available in ILT but not in VILT. Hence, it is important to know if the feature asked is required in both ILT and VILT or Only ILT or Only VILT.	Either or both
82	66	Table A	Available as part of the existing offering on both Web and Mobile (Yes/ No)	For pointers which is has nothing to do with devices example hardware, etc, what is to be filled in such a case? Please respond.	Mention "No" if not available

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83	67	Appendix C - Login and Password Management 2.01	System should provide the ability for both learners and admin to set/change password in alignment with the Bank's predefined password guidelines	Most banks and financial institutions typically implement OTP-based authentication for login, as it is a more secure method. Could you help us understand the rationale behind requiring a password-based system instead?	Please abide by the RFP requirements.
84	68	4.03	System should have the ability to provide a list of learners eligible for a training program based on pre-defined criteria e.g. role, minimum tenure, no. of programs attended in an FY, etc. to ease the nomination process	We will like to understand how eligibility is defined for a program?	Bank will define the eligibility criteria.
85	68	4.04	System should provide the ability for L&D admins to approve/decline nominations received for training programs	Please elaborate on the current process of managing training nominations- we handle it in this way- learners to self enroll followed by approval by manager.	Currently, three ways to nominate are available: self nomination & approval, manager nomination and L&D admin nomination.
86	68	4.05	System should provide the ability for managers to approve/decline nominations received from learners and/or L&D admins	Is there a hierarchy wise nomination approval for a training program?	Yes

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87	69	5.01	System should provide the ability to host, access, score, and track the following delivery methods, including but not limited to: <ul style="list-style-type: none"> <li>• E-learning (SCORM)</li> <li>• Video-based learning</li> <li>• Micro-learning nuggets</li> <li>• ILT/VILT/Webinars</li> <li>• Podcasts</li> <li>• E-books</li> <li>• Social Learning/E-discussion Groups/Chat</li> <li>• Online Assessments/ Quizzes</li> <li>• Surveys</li> <li>• AR/VR</li> <li>• Electronic documents such as PDF (case studies, research material, publications, books), iPDFs, articles, Microsoft Office documents etc.</li> </ul>	Our LMS is capable to host, provide access, score the aforementioned delivery methods. However, we would like to understand the scope of AR/VR content that CBI would like to upload in the LMS, its nature and the audience for which this specific content type is required. We request you to elaborate this with a use case.	Bidder, if qualified, may demonstrate its capability at the time of technical presentation.
88	70	Appendix - C	Appendix - C LEARNING PLATFORM REQUIREMENTS Content Management 5.04: System should have an integrated content and media server with no limit on data upload	Since space for data upload involves cost we request to kindly keep some yearly limit (for example 1 TB per year). Keeping no limit will make it challenging for costing and providing a accurate quote.	Left to the discretion of the bidder.
89	70	5.06	System should provide the ability to host, deliver, and track content compliant with SCORM 1.2 and above and xAPI	Since content is to be developed by the bidder, the same can be created in SCORM format for easy access. Is xAPI a must have requirement?	Yes
90	71	7.02	System should have the ability to configure a customized skills taxonomy for linking skills to job roles and learning content	Does the bank have their own skill and competency, if yes please share the framework with us?	Shall be shared with the successful bidder.
91	71	7.01	System should have a built-in skills taxonomy for linking skills to job roles and learning content	For linking skills to job roles and learning content, the bank would require a skills & competency framework. Kindly confirm whether the same is ready and in place.	Yes

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92	71	7.02	System should have the ability to configure a customized skills taxonomy for linking skills to job roles and learning content	Could you please elaborate on your expectations and scope of customized skills taxonomy with a use case.	As on date, Bank has 22 skills with 110 subskills mapped with Job Families.
93	73	7.08	When creating an ILT or VILT system should provide admin with the ability to allocate seats to certain locations	Can we define waitlist for an ILT to accomplish this requirement	No
94	73	7.09	System should have the ability to auto- notify faculty/admin once the seats for an ILT or VILT is filled	Can we define waitlist and learner getting notified for an ILT to accomplish this requirement	No
95	75	7.18	System should have the ability to provide learners with a list of external training programs available and allow them to self-nominate base on eligibility defined	Can we understand the eligibility for external training programs?	Bank will define the eligibility criteria for each program.
96	75	7.19	System should have the ability to exempt learners from mandatory trainings (all types) by obtaining data from HRMS/ Central RISE or marking exemption through the learning platform	Can we understand the exemption criteria from mandatory trainings?	Bank will define the criteria.
97	75	7.18 Program Management	System should have the ability to provide learners with a list of external training programs available and allow them to self-nominate based On eligibility defined	Could you clarify what is meant by "external training programs" in this context? Does this refer to training programs conducted outside the bank's internal LMS, such as third-party courses, certifications, or partner-led sessions? Additionally, how is eligibility defined—does it involve integration with external training providers or a manual nomination process?	External training programs are programs conducted by outside agencies. LMS platform is required for all activity other then content delivery,
98	76	7.24	System should have a maker checker configuration to approve the question bank created per topic	Can we understand if Bank is having their own question bank for creating assessments. How does maker-checker functions in current environment	Bank has its own question bank. There would be a maker of question bank and a checker of the same.

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99	78	5.1	EMD of ₹30 lakh is required	Is there an exemption for MSME vendors?	Please be guided by Clause 51 of the RFP.
100	79	11.1	System should have the ability to generate report on learning costs by training centres	How is the learning cost calculated for trainings?  Where is the training centre data managed currently, can we integrate for these data points?	As per internal procedure. Yes.
101	80	11.11	System should have the ability to consolidate learner data to provide list of learners who have not completed any Course/Programme in specified duration (e.g. Last FY), list of learners with less than defined hours of learning completed (e.g. learners with less than 1 hour of learning), list of learners with assignment/quiz scores less than defined threshold (e.g. learners who have scored less than 4hr for OA, 8hr for CSA and 12hr for Officers )	Can we consider passing % as threshold of quiz?	May be
102	80	11.06	System should provide the ability to download reports in formats including but not limited to excel, plain text, CSV, PDF, RCN, TCH, etc	In our Business Intelligence module, reports can be extracted in formats such as PDF and CSV. Will this suffice CBI's requirement?	May be
103	81	11.14	System should have the ability to track, consolidate and report data for internal & external training (e.g., AMP, LDP)	How is external training data currently managed	Centrally
104	81	11.15	System should have the ability to generate reports on the no. of training hours completed by learner for all learning content types in a month, quarter, annually for internal and external training	Do we consider classroom training hours as total training hours for a learner?	No

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105	81	11.14	System should have the ability to track, consolidate and report data for internal & external training (e.g., AMP, LDP)	Kindly explain the meaning of this statement with respect to an LMS.	LMS should have features to capture the details of all external & internal training programs.
106	82	12.01	System should provide the ability to mark attendance on webinar based on pre-defined criteria such as no. of hours spent in the webinar	Can we consider hosting virtual classrooms via Zoom, Msteams for this requirement	May be
107	83	12.05	System should provide the ability to track mandatory training/ Course completion across all learning modalities and assign a score/credit hour to participants based on progress/completion and other pre-defined criteria. Score/credit hour should flow back to the HRMS and Central RISE.	Can we understand how scores/credit hours different for learning modalities.	Scores/Credit hours can be different for different training/learning programs.
108	83	13.02	System should have the ability to create and maintain database of training centre and faculty (both internal and external) information	Does HRMS hold information for training centre and faculty both?	Central RISE does.
109	85	Appendix - C	Appendix - C LEARNING PLATFORM REQUIREMENTS General 15.05: System should have cloud-based storage and administration of content. Streaming capacity should not be a constraint	Streaming services involves significant cost. Hence, request you to kindly keep some constraint instead of keeping it unlimited.	Left to the discretion of the bidder.
110	85	15.07	System should have the ability to migrate existing Bank data including content and learner history from existing platform(s)	We understand data migration is required, can bank share with us quantum and format of data?	Please refer Page No 102

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111	85	1. List of Mandatory Functional and Technical Requirements	15.07 System should have the ability to migrate existing Bank data including content and learner history from existing platform(s)	To tailor our integration approach effectively, could you please provide more details about the specific HRMS and other existing systems you are using?  Additionally, could you outline the desired scope of integration and the specific data flows you envision between these systems and our LMS?	Shall be shared with the successful bidder.
112	86	16.01	System should have the ability to integrate with HRMS & Central RISE on a real time basis	Can we understand what information will flow back from Central Rise to LMS (vice versa)?	Shall be shared with the successful bidder. It will include information related to the learner such as job profile, training need, performance, etc.
113	86	16.02	System should have the ability to integrate with external APIs such as MOOCs	Can you list out MOOC provider with whom we will need to integrate with?	With multiple MOOC providers as per need
114	86	16.02	System should have the ability to integrate with external APIs such as MOOCs	Could you please specify which MOOC systems you are interested in integrating with?  Additionally, could you detail the scope of this integration and the specific functionalities or data exchanges you envision?  We would also like to understand the criteria, such as role or tenure, that will govern which courses are accessible to learners.	Shall be shared with the successful bidder.



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115	86	1. List of Mandatory Functional and Technical Requirements	16.01 System should have the ability to integrate with HRMS & Central RISE on a real time basis	We assume that all integration specific APIs will be provided by bank to consume data from HRMS & Central RISE to LMS.  Can you please provide the data flow required from these 2 systems through integrations.	Shall be shared with the successful bidder. It will include information related to the learner such as job profile, training need, performance, etc.
116	87	16.06	System should have the ability to track KRA and KPI information from PMS (Central RISE) and recommend learning courses appropriately.	Do we get APIs to integrate Central Rise with LMS?	Yes
117	87	17.01	System should have the ability to support min 30000 operating and administrative staff and 20000 other staff of Central Bank of India (Please note these numbers do not indicate commitment of minimum licenses)	Could you please provide insights into the expected annual growth in total users, including operative, admin and other staff?  Additionally, we would like to understand the anticipated logged-in concurrent users (LCCU) you expect during peak usage.	Please refer Table A of the Price Bid.  Please refer Page No. 14 for concurrent users.
118	87	1. List of Mandatory Functional and Technical Requirements	16.05 System should have the ability to support data flow from HRMS & Central RISE to the learning platform and vice-versa	What specific data should flow from HRMS & Central RISE to LMS? What data should be sent back from LMS to HRMS & Central RISE?	Shall be shared with the successful bidder.

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119	87	1. List of Mandatory Functional and Technical Requirements	16.06 System should have the ability to track KRA and KPI information from PMS (Central RISE) and recommend learning courses appropriately	Could you please provide specific examples and use cases of how you envision tracking KRA and KPI data to influence learning course recommendations?	A sample use case can be capturing performance against a KRA from Central RISE and recommending courses related to the KRA in LMS. Mapping of role/KRA to skill is already done in Central RISE. Mapping of KRA/Skill to course needs to be done in LMS.
120	90	Table B	The Bidder is required to submit their responses in the excel sheet provided.	The RFP does not contain any excel. Please share the excel.	The Bidder is required to submit their responses in the Tabel B itself.
121	92	IX.A	System should have the ability to provide library management features, including but not limited to, catalogue management, inventory tracking, issuing resources, search functionality, etc.	Can we understand how inventory, resources are currently managed?	Third Party application.
122	92	IX.C	System should have the ability to provide hostel management features, including but not limited to tracking occupancy, room booking, room allocation, etc.	What is hostel management	Refer Point No. IX.C in Table B (page no. 92)
123	93	X.D	Provide manager dashboards to track team progress and custom dashboards for tracking metrics across various levels. Include in-app nudges for user notifications and actions. Enable home screen customization with logos, messages, and plugin placement for each team. Offer plugin setup for features and sharing, and branding configuration for colours, typography, icons, and logos. Enable seamless integration	Can we understand complete list of systems with which LMS needs to be integrated with? What data interoperability is required between LMS and other systems	Shall be shared with the successful bidder.

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			with HRMS, Central RISE and Bank's other systems for real-time synchronization.		
124	94	XII	Organize products into categories based on customer personas or groups. Highlight product USPs using contextual content like videos, brochures, and short pitches (3-sec, 30- sec, 3- min). Provide dynamic comparison tools for competitor analysis and objection- handling resources with FAQs. Streamline process SOPs, including T&Cs and document requirements, into shareable lists. Facilitate sharing with tools to convert ready reckoners into posters and dynamic message templates for posters, videos, and PDFs via WhatsApp or email.	Platform allows to create content collections as well as comes with knowledge portal including videos, FAQs, Please advise if that will suffice the requirement	That forms part of non-mandatory requirements.
125	94	XIII	Organize presentations into categories for customer personas. Enable personalized presentations, posters, and videos tailored to customer or seller needs. Facilitate sharing through WhatsApp and standardized templates for posters, videos, and PDFs.	Can we upload ready reckoners created by bank within LMS?  Is this platform going to be used by customers as well? If yes how would you manage the customer database?	Yes, if Bank so desires.  This platform is not meant for customers.
126	102	SCOPE OF WORK AND PAYMENT SCHEDULE	iii) The selected bidder has to provide the Data Extraction tool. If required, the tool will be customized by selected bidder to meet the Bank specific migration requirements.	To ensure a smooth migration, can you provide a data definition document specifying required fields, relationships, and constraints?  What specific data fields and structures need migrations?  We suggest client to provide extracted data in fixed csv template with their data definition. Please take this into consideration.	Shall be discussed and finalised with the successful bidder.

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127	102	SCOPE OF WORK AND PAYMENT SCHEDULE	iv) Selected bidder will need to understand the file structure of the existing application. Selected bidder will have to provide facility in the tool to generate data files in the structure as required for upload to its Solution.	Please define the complete scope of data migration and available file structure along with the volume to estimate the migration cost.	Please refer Page No 102 for the volume to data to be migrated.
128	102	SCOPE OF WORK AND PAYMENT SCHEDULE	<p>vii) Bidders are required to note the following:</p> <ul style="list-style-type: none"> <li>• The Bank currently manages a learning platform, requiring the migration of both learning content and transactional data in its entirety</li> <li>• The database of the system encompasses various specifications, including but not limited to the following: <ul style="list-style-type: none"> <li>- Web Server</li> <li>- Application server</li> <li>- DB Server</li> </ul> </li> <li>• The total volume of data, comprising both, content and transactional records, is estimated at 200 GB.</li> <li>• Transactional data, encompassing learner history, past, current, and future enrolments, completions, attendance records, etc., spanning the last 10 years, needs to be migrated.</li> <li>• Data formats to be migrated include, but are not limited to, SCORM 1.2, plain text, .xlx, .xlsx, .doc, .docx, .pdf, .txt, .ppt, .pptx, HTML, .mov, .mp3, .mp4, .MAV, .jpeg, .jpg, .png, .mpeg</li> </ul>	<p>To ensure a smooth and efficient migration process, could you please confirm if the data can be provided in specific formats that our LMS requires for optimal compatibility and integration?</p> <p>Additionally, has this data been validated by your team to ensure accuracy and completeness before migration?</p> <p>Given the extensive volume and variety of data, as well as the need to maintain the integrity of historical transactional records spanning the last 10 years, this process may extend the overall implementation timeline. Would it be feasible to consider completing the data migration in a phased approach, potentially as a second phase outside of other mandatory requirements?</p> <p>Or could we treat the data migration as a change request, allowing us to finalize the scope and approach after a complete assessment of the initial system setup? This strategy could help manage project timelines and resources more effectively.</p>	Regret inability

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129	102	SCOPE OF WORK AND PAYMENT SCHEDULE	<p>i) The bidder to ensure the proposed application should be scalable as per Bank's future requirement</p> <p>ii) Considering the growth projection, the bidder has to provide hardware sizing for the next 5 years.</p>	<p>What percentage increase in total users is expected each year over the next 5 years?</p> <p>Can we assume that the logged-in concurrency percentage will remain the same across all 5 years?</p>	<p>Please refer Table A of the Price Bid.</p> <p>Left to the discretion &amp; understanding of the bidder.</p>
130	104	Appendix - E	<p>Appendix - E SCOPE OF WORK AND PAYMENT SCHEDULE</p> <p>18. Payment Schedule</p>	<p>Kindly provide the payment schedule for the eLearning modules development work?</p>	<p>Shall be discussed and finalised with the successful bidder.</p>
131	104	18	<p>Payment Schedule, Table A: Implementation Phase</p>	<p>The current payment schedule poses a considerable financial risk to the vendor, requiring substantial upfront investment for the development and implementation of the LMS. We request that you consider either increasing the initial milestone payment to 50% or revising the payment milestones to align with the completion of the following development phases:</p> <ul style="list-style-type: none"> <li>- On Submission of Detailed Project Plan and Inception Report-20%</li> <li>- Software Requirement Specification-20%</li> <li>- Application Development and Submission for UAT-40%</li> <li>- Go live-20%</li> </ul>	<p>Regret inability</p>
132	104	SCOPE OF WORK AND PAYMENT SCHEDULE	<p>v) The bidder shall ensure that the switch over and switch back between Production and DR should be automated and ensure Recovery Time Objective (RTO) of 60 minutes and Recovery Point Objective (RPO) of 15 minutes are achieved.</p>	<p>These specifications are quite stringent and would significantly impact the infrastructure costs due to the high availability and advanced replication technologies required.</p> <p>Based on our extensive experience as an LMS provider for over 20 banks, we have found that an RTO and RPO of up to 24 hours is generally</p>	<p>Regret inability</p>

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				<p>sufficient for LMS platforms, which are not as critical as financial systems. This model has proven cost-effective and reliable, balancing performance with budget considerations.</p> <p>Can we provide the DR specifications to a 24-hour RTO and RPO with a non-HA model? This approach would still provide robust disaster recovery but at a more reasonable cost.</p>	
133	105	Appendix - F	<p>Appendix - E SCOPE OF WORK AND PAYMENT SCHEDULE</p> <p>18. Payment Schedule</p> <p>Table B: Post-implementation phase Support Cost - Quarterly payment for post-implementation support team based on man-day cost (invoice to be raised at the end of each quarter)</p>	<p>Here 'Support Cost' milestone is mentioned. However, in the commercial bid there is no row to quote for support cost. Kindly provide a row to quote for this activity.</p>	<p>Please refer Table C of Appendix F.</p>
134	105	18	<p>Payment Schedule, Table B: Post-implementation phase</p>	<p>To ensure clarity and facilitate a smooth development process, we would like to address the payment schedule for bespoke development costs. We understand the project requires the development of approximately 100 modules per year, or 500 over five years. However, we require clarification on whether the 50% payment upon 'identification of the scope of development' covers all 500 modules. We propose a collaborative approach with staggered work orders of 5-10 modules each. For each work order, we suggest the following payment milestones: 30% on submission of Project Plan and Design Document, 30% on submission of Storyboards, 30% on submission of BETA version, and 10% on submission of Gold</p>	<p>Shall be discussed and finalised with the successful bidder.</p>

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				Version/Go-Live. These milestones, which are industry standard, will ensure timely fund flow and support stage-wise development of the eLearning modules.	
135	106	Appendix - F	Appendix - F PRICE BID	Kindly confirm if the Unit Cost in tables A and C should be including or excluding 18% GST?	All prices should be inclusive of GST.
136	107	Appendix - F	Appendix - F PRICE BID Table C: Post-implementation Support Cost	In table C total cost will be for 500 man days. So we have to mention cost of 500 man days or 100 man days. Please confirm.	500 man days
137	110	Appendix - G: CERTIFICATE OF LOCAL CONTENT	Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.	<p>As per our exploration of the applicability of this Certification from various websites and our own very large customers, we deduce that this requirement of a Certification is applicable only for Goods and not for IT Services. Since we are only providing IT services to customer, as per our organisation process and policies this Certification cannot be provided by our statutory auditor.</p> <p>As per our organisational policy, this certificate can be signed by our authorized signatory with Power of Attorney.</p> <p>Request to allow for the same.</p>	Please be guided by Appendix A.
138	139	SECURITY REQUIREMENTS	Whether CERT-IN Empanelled Auditors are engaged by Bidder for ensuring security posture of their application. Security testing includes but is not limited to Appsec, API Testing, Source Code Review, VA, PT, SCD, DFRA, Process Review, Access Control, etc	Our LMS can provide CERT-IN empanelled auditor reports for application VAPT. For other security aspects like API testing, source code review, and process review, internal audit reports can be shared. Please confirm if this is acceptable.	Yes

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139	143	CLOUD REQUIREMENTS	A. Deployment Model Specific Requirements 1. Data centre, Disaster recovery centre, High availability zones across data centres shall be in India only.	Is a High Availability (HA) setup a mandatory requirement, or is a Disaster Recovery (DR) setup sufficient?  If yes, can we go with Active - Passive setup?	It is a mandatory requirement.
140	144	B. General Requirements	13. The Bidder should complete VA & PT testing on an annual basis and submit timely reports to the Bank.	To ensure we understand and can align with your expectations effectively, could you please clarify the expected frequency of Vulnerability Assessment and Penetration Testing (VAPT) that will be conducted?  Additionally, we would like to know who will bear the costs associated with these VAPT activities.	Currently, half yearly. Vendor will bear the cost.



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141	146	F. Disaster Recovery & Business Continuity Requirements	<p>5. In the event of a site failover or switchover, DR site will take over the active role, and all requests will be routed through that site. Application data and application states will be replicated between data centres so that when an outage occurs, failover to the surviving data centre can be accomplished within the specified RTO. This is the period during which the Compute environment for the application shall be equivalent to DC. The installed application instance and the database shall be usable, and the same SLAs as DC shall be provided. The use of this Full Compute DR environment can be for specific periods during a year for the purposes of DC failure or DR Drills or DC maintenance. The Database and storage shall be of full capacity and the licenses and security shall be for full infrastructure. The bandwidth at the DR shall be scaled to the level of Data centre. Users of the application should be routed seamlessly from DC site to DR site. The bidder shall conduct DR drill for seven days at the interval of every six months of operation wherein the Primary DC has to be deactivated, and complete operations shall be carried out from the DR Site. However, during the change from DC to DRC or vice-versa (regular planned changes), there should not be any data loss.</p>	<p>Is a High Availability (HA) setup a mandatory requirement, or is a Disaster Recovery (DR) setup sufficient?</p> <p>If yes, can we go with Active - Passive setup?</p>	<p>It is a mandatory requirement.</p>
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142	152	Appendix – R: TECHNICAL EVALUATION METRICS; Point 1	<p>Past experience of Implementation of Learning Management System for at least 2 Private/Public Sector banks in India within last 5 years from date of RFP</p> <p>Two Banks - 5 Marks Three or Four Banks - 8 Marks More than Four Banks - 10 Marks</p>	<p>Request to modify this clause to</p> <p>Past experience of Implementation of Learning Management System for at least 2 <u>/Central/ State/ Private Universities/ Boards/ Educational Institutes/ Professional Institutes</u> <del>Private/Public Sector banks</del> in India within last 5 years from date of RFP</p> <p>Two Banks Projects - 5 Marks Three or Four Banks Projects - 8 Marks More than Four Banks Projects - 10 Marks</p>	Regret inability
143	152	Appendix – R: TECHNICAL EVALUATION METRICS; Point 2	<p>Past experience of Implementation of Learning Management System for a single customer in India with minimum 5000 concurrent users on public cloud within last 5 years from date of RFP</p> <p>Document - Purchase Order and certificate from client mentioning number of concurrent users.</p>	<p>The PO or any client certificate never mentions concurrent user count numbers.</p> <p>Request to allow for Self-declaration as evidence for this point.</p> <p>Also, is the concurrency for the public cloud or client project instance? Please confirm.</p>	Certificate from client would suffice.
144	153	Appendix - R	<p>Note: Point 2) Bidders must score a minimum of 60% marks to qualify for Commercial evaluation. Scores on parameters 1 to 3 will be normalized for start-ups. Start-ups will be assigned a score corresponding to the percentage score earned on criteria 4 and 5. Therefore, in technical evaluation, parameters mentioned under 1 to 3 do not in any manner be quantified for evaluating the score of startups to compete with the other non-startup bidders, thereby providing the relaxation in prior turnover and prior experience, in accordance with Startup policy of GOI</p>	<p>We request to modify as below:</p> <p>Bidders or its OEM must score a minimum of 60% marks to qualify for Commercial evaluation. Scores on parameters 1 to 3 will be normalized for start-ups. Start-ups will be assigned a score corresponding to the percentage score earned on criteria 4 and 5. Therefore, in technical evaluation, parameters mentioned under 1 to 3 do not in any manner be quantified for evaluating the score of startups to compete with the other non-startup bidders, thereby providing the</p>	Regret inability

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				relaxation in prior turnover and prior experience, in accordance with Startup policy of GOI	
145	156	8. Security for Support & Maintenance	(h) Bidder shall share the source code of the procured application. In case the source code is not to be shared, the bidder shall provide certificate from regulator approved security auditors, confirming that the code is free from all code related vulnerabilities	The LMS is our proprietary product and not an open source tool. For all bidders who owns a proprietary tool will not be open for sharing the source code of system and architecture. Please remove the clause for sharing of the source code of the LMS.	Bidder may use the alternate option provided in the clause.
146	####	Appendix - I: PROFORMA OF CERTIFICATE TO BE ISSUED BY THE BANK	Entire Section	Since we implement our solution in SaaS model, this is not applicable in our case.  Request to give exception to not share this annexure.	Please refer to Point No. 24 of Page No. 37.
147	116 to 120	Appendix - J : OTHER TERMS AND PENALTIES  Appendix - K: POST IMPLEMENTATION INCIDENT SLA	Entire Section	Request that the Project timelines, Penalties and SLA will be mutually agreed upon during the agreement signing.  Also, as per industry standards, we request capping the penalty at 5% of the milestone invoice value, wherever the same is getting exceeded.	Regret inability

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148	41 of 156	31	SUBCONTRACTING	<p>TO CBI: Services will be provided through Cloud, hence some of the activities will be subcontracted as below:</p> <ol style="list-style-type: none"> <li>1. Freshdesk - for customer support.</li> <li>2. Eleven Labs - for generating Text to Speech.</li> <li>3. EasyGenerator - for creating learning content.</li> <li>4. AWS - for hosting non-relational data, video data, 20% of microservices.</li> <li>5. Microsoft Azure - PaaS offering for hosting its application.</li> <li>6. Atlassian - to streamline collaboration, project management, and workflows for teams</li> </ol> <p>Bidder seek clarity on this restriction in SaaS model of Service performance.</p>	As per RFP, subcontracting is prohibited. However, there is no restriction on the bidders in using necessary tools & services.
149	41 of 156	33 (i)	The maximum aggregate liability of Service Provider, subject to below mentioned sub-clause (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost.	<p>TO CBI: Bidder request revision of this Clause as below:</p> <p>The maximum aggregate liability of Service Provider, subject to below mentioned sub-clause (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the Project Cost paid to the Service Provider in the twelve (12) months period immediately preceding the date on which the claim arose.</p>	Regret inability.
150	42 of 156	34	CONFIDENTIALITY	TO CBI: Bidder request mutual confidentiality clauses as there will be flow of Confidential Information from both Parties	Please refer Appendix L of reciprocal Non-Disclosure Agreement.

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151	47 of 156	38 (ii)	Without Bank's prior written approval, Service provider will not, in performing the Services, use or incorporate, link to or call or depend in any way upon, any software or other intellectual property that is subject to an Open Source or Copy-left license or any other agreement that may give rise to any third-party claims or to limit the Bank's rights under this RFP.	TO CBI: Bidder seek clarity that restriction is only to prevent any IPR Claim on the Bank by use of software or other intellectual property that is subject to an Open Source or Copyleft license or any other agreement and is not a complete restriction on the Service Provider to use such software or other intellectual property that is subject to an Open Source or Copy-left license or any other agreement, as long as the same is not resulting in any IPR violation or a claim against the Bank	The clause is crystal clear.
152	47 of 156	38 (iv)	The Bank will give (a) notice to Service provider of any such claim without delay/provide reasonable assistance to Service provider in disposing of the claim; (b) sole authority to defend and settle such claim and; (c) will at no time admit to any liability for or express any intent to settle the claim provided that (i) Service Provider shall not partially settle any such claim without the written consent of the Bank, unless such settlement releases the Bank fully from such claim, (ii) Service Provider shall promptly provide the Bank with copies of all pleadings or similar documents relating to any such claim, (iii) Service Provider shall consult with the Bank with respect to the defense and settlement of any such claim, and (iv) in any litigation to which the Bank is also a party, the Bank shall be entitled to be separately represented at its own expenses by counsel of its own selection.	TO CBI: Bidder understand that Bank will allow the Service Provider to be sole authority to defend and settle such claim. Requesting confirmation of the same as the language is ambiguous	Please have a holistic understanding of the clause.

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153	48 of 156	38 (vi)	<p>Service Provider shall grant the Bank a fully paid-up, irrevocable, non-exclusive, unlimited, license throughout the territory of India or abroad to access, replicate and use software provided by Service Provider, including all inventions, designs and marks embodied therein perpetually. The source code/ object code/ executable code and compilation procedures of the Software Solution should be placed under an Escrow arrangement. All necessary documentation in this behalf should be made available to the Bank. In case of Escrow arrangement, complete details and the location and the terms and conditions applicable for escrow must be specified. Any update or upgrade to source code should be informed and brought under Escrow or made available to the Bank.</p>	<p>TO CBI: Bidder is a SaaS Provider, hence requesting to amend this Clause on license grant and to remove the escrow requirement, in order to reflect the verbiage as follows:</p> <p>Service Provider hereby grants to the Bank, a non-exclusive, non-transferable, limited (to the Term), revocable (as per the term of this Agreement), territorial, non-sublicensable right to permit the Authorized Users of the Bank to use the Services during the Term in the manner contemplated by the Contract. The Services herein is licensed and not sold. Accordingly, all rights not expressly granted in this Agreement, are expressly reserved by the Service Provider and/or its suppliers.</p>	<p>Shall be discussed and finalised with the successful bidder.</p>
154	48 of 156	39	<p>If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.</p>	<p>TO CBI: Bidder request revision of this Clause as below:</p> <p>If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total one time implementation cost. Once the maximum</p>	<p>Regret inability</p>

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				deduction is reached, the Bank may consider termination of the Agreement.	
155	53 of 156	42 (iv)	<p>In the event of failure of the Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is in breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices for the contracted period or by invocation of Bank Guarantee.</p>	<p>TO CBI: Bidder request the clause to be reworded as below:</p> <p>In the event of failure of the Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is in breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on</p>	Regret inability.

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				demand to the Bank, subject to the limitation of Liability clause, which may be settled from the payment of invoices for the contracted period or by invocation of Bank Guarantee.	
156	65, Page 100	Scope of Work and Payment Schedule Point 4	Must mandatorily have the functionalities given in Table A at go-live. Term of the Project – Project Schedule; Milestones and delivery locations: 70 calendar days post acceptance of Purchase Order, 90 calendar days post platform configuration and unit testing	The RFP states that all mandatory functionalities (as per Table A) must be available at go-live. The project schedule specifies 70 calendar days post-Purchase Order acceptance and 90 calendar days post-platform configuration and unit testing. Could you confirm whether the total timeline for go-live is 70 + 90 days (i.e., 160 days from PO issuance)?	Please refer item no. 4 of Appendix E.
157	General			1. Allow conditional submission with submission of deviations / non-compliance clauses. 2. Request to go through the annexed Draft Agreement for Legal terms. The final clauses can be mutually agreed between Bidder and Central Bank of India.	Regret inability.
158	NA	NA	General	We understand that the total contract agreement will be executed for 5 years and 6 months. Please confirm.	Yes
159	NA	NA	General	For submission of bid kindly allow at least 15 working days from the date responses to the pre-bid queries are published.	Dates are fixed.
160				What workflow would you want in LMS with respect to hostel management. Please detail your requirement preferably with a use case.	Bidder, if qualified, may demonstrate its capability at the time of technical presentation.