

ANSWERS TO PRE-BID QUERIES

Request for Proposal | Pre-bid Query Stage (8th Sep, 2022)

Q1) What is the extent of customization expected?

The expectations from the LMS have been defined in Annexure 04. The customizations expected can be derived from the Annexure itself.

Q2) What regulatory bodies are referred to for meeting the compliance?

The regulatory bodies refer to all Educational and K-12 specific bodies in India especially the statutory bodies which directly affects the school compliance. These include but are not limited to CBSE, NCERT, State Boards etc. The compliance includes updating the software to accommodate the changes that are mandated for K12 schools in India operating under these bodies.

Q3) What other AWES platforms are being referred to for a unified user experience?

It is essential for AWES to achieve a unified user experience between Website, School Management System (SMS) and Learning Management System (LMS).

Q4) Please confirm the difference between start date and go live date?

Start Date refers to the day when the assignment would commence for the selected bidder. Go Live date is the day when the application is made live for the end users.

Q5) What kind of documents are required if a bidder is participating as part of a consortium?

The bidder must submit the necessary documents highlighting the nature of agreement between the parties involved in the consortia. It should, in addition, specify the dependency of the other party on the bidder (the primary party participating in the RFP) to be able to successfully realise the expectations defined in the RFP.

Q6) Would parameters like the staff strength, Implementation experience be considered for the Primary Bidder or the Primary and Secondary Bidder combined?

The respective parameters will only be considered for the primary bidder.

Q7) Can the communication from AWES be shared on more than one email ID?

Communication can only be shared on the primary email ID submitted. As a workaround, bidders can submit a public distribution list to achieve the desired result in line with bidder's email infrastructure and security configuration.

Q8) As part of the Technical Scoring Criteria (3f), does the bidder require both CMMI and ISO certifications?

Yes, to qualify for the Technical Score, both certifications must be submitted.

Q9) Does the response to this RFP needs to be submitted both as email as well as a Hardcopy?

No, the response to the RFP only needs to be submitted as a hard copy as per the guidelines defined in the RFP.

Q10) Can the deadline for the Implementation Phases be modified to 90-120 days as opposed to strict 90 days?

The implementation phases will remain as 90 days. However, the bidder may be granted additional time for specific parts of the implementation depending on the Gantt Chart submitted as part of the discovery phase conducted by the bidder.

Q11) The nature of SRS specified suggested a custom built. Please clarify if a SaaS based cloud native LMS with minimal customization is eligible to bid?

The SRS has been suggested keeping in mind the expectations from the bidder as defined in Annexure 04. If the Native LMS is configurable enough to meet the needs outlined with minimal customization, it should be eligible to bid.

Q12) To plan and estimate the efforts, please specify the number of zones, schools per zone and capacity of each phase?

#	Zone	#Schools	Phase 1	Phase 2	Phase 3	Phase 4	Total
1	Pune	102	76408	73712	106355	57093	313568
2	Kolkata	67					
3	Chandimandir	81					
4	Lucknow	67					
5	Udhampur	38					
6	Jaipur	30					
7	ANC	01					

Q13) Please specify the terms and conditions involved in hiring of the IT Cell as well as the pass-through arrangement?

The IT Cell hiring including the terms and conditions of hiring as well as the management of manpower would be taken care of by AWES. The selected bidder would essentially facilitate the financials as per actuals.

Q14) Can the vendors propose their own SLAs for response and resolution?

AWES would encourage vendors to share as part of Annexure 02 if they plan to optimize on the SLAs mentioned. However, AWES has considered the SLAs keeping in mind a larger pool of participating bidders as well as consistency of SLAs across multiple implementations.

Q15) Would the services be operational at the end of the contract period during the 90-day transition? What would be the scope for it?

The services will not be operational during these 90 days. This scope would essentially include areas to support the transition to another platform/bidder.

Q16) Please clarify the statement 'Last tenders will not be considered'?

Please read the statement as 'Late tenders will not be considered'.

Q17) Please clarify the 12 x 7 on call support?

The 12 x 7 on call support would essentially be for school administrators to reach out to technical support. The services would not be required on holidays as per the school calendar.

Q18) What are the expectations from the authoring tool?

The authoring tool should be easy and intuitive to encourage teachers to author the documents on the LMS directly eliminating the need for creating documents separately and uploading them as files.

Q19) Please specify the broad category of data to be imported?

AWES would be implementing the LMS from scratch and hence doesn't require historical data imports. However, there might be data import needs identified to facilitate a healthy adoption during the discovery phase.

Q20) Please specify the requirements for centralized content management?

Centralized content management would involve creation of a centralized library organized by learning domains and managed by a shortlisted subset of teachers, which is then shared and made available for all teachers to reuse in their respective classes.

Q21) Please specify the needs for customization of the landing page?

AWES should be able to build and organize customized widgets and dashboards to have control over the information presented to the end users when they first login to the system.

Q22) Please specify the interface being multi-lingual?

The LMS should support the script for regional languages to display correctly over the interface as well as communication sent. The regional languages critical to AWES are the ones available as third-language under CBSE.

Q23) What are the 3 environments the bidder is expected to maintain?

The bidder is expected to maintain both Test and Prod environment as active environments. In addition, the bidder is expected to maintain a DR environment with an RTO and RPO of 24 hours.

Q24) What are the support timings for the manpower deployed?

The manpower deployed physically at premises would follow the standard timings followed by the Administrative staff at school/Establishment.

Q25) What is LOR?

The Letter of Recommendation or LOR is a document that provides the admission officers with a comprehensive insight into your suitable candidature, for admission into the concerned University.

Q26) Please clarify the functionality of a Search bar?

Search bar should allow users to quickly search for system functionalities eliminating the need to remember the path to a certain functionality as well as the number of clicks involved. The Search bar should also allow searching for individual learners and show their profile as a search result.

Q27) Do the Mobile Apps have to be native or they can also be hybrid?

The mobile can be hybrid by design. The bidders should specify the limitations, if any, explicitly pertaining to the framework used for the hybrid app.

Q28) Should the price quoted be inclusive of taxes?

No, the price should be quoted exclusive of all applicable taxes.

Q29) Does each of the three envelopes require a sworn affidavit?

Yes, each of the three envelopes should be accompanied with a sworn affidavit as each stage is evaluated by a separate and dedicated committee.

Q30) Specify the requirements pertaining to content dripping?

LMS should support content dripping particularly based on pre-defined time, content views and completion of a task or assignment.

Q31) Specify the requirements pertaining to Gamification?

LMS should support Gamification Leader boards which are further configurable at a class, school or inter-school levels.