



EOI Ref. No. SBI/STU/EOI/2023-24/1 Dated 04.05.2023
Queries raised by prospective bidders

Sl. No	EOI Page No	EOI Clause No	Query/Suggestions	Response
1	28	V, VI	Are the points (i to Xi) scope of work for consultant, or are these scope of work that has to be delivered by consultant and the LMS vendor , or are these system functionalities expected from the LMS.	These are expectations from the LMS and the consultant will need to act as coordinator for ensuring the expectations are met by the LMS/Vendor.
			For eg: Point no 5 : Migration of historical training data - these are activity to be conducted by the vendor and it is not a functionality of LMS,	The EOI is for shortlisting of consultant and not the LMS vendor. It is clarified that there needs to be arm's length distance between consultant and LMS vendor and both can not be same / associates / subsidiary.
			while Point no 3: 360-degree view of the different trainings by an employee, is a functionality of LMS and not an activity	
2	28	3	While bank has given a timeline of 5-6 months for implementation of Learning Management System, what is the envisaged timeline for prework and vendor selection?	The Vendor selection is expected to be completed within 2-3 months from selection of consultant.
3	3	11	Should the tender fee be paid along with the submission of EOI?	Yes
4			Should the EOI have an approach and methodology section, along with the submission?	Yes
5			Since this is an EOI, will the bank be floating a separate RFP after EOI for consultant selection?	Yes
6	2	6	Just to reconfirm, should commercials be submitted by the 25th May?	No. Commercials are not part of EOI.
7			Is the bank looking at a cloud based LMS provider or an on-premises system?	The type of system shall be decided post consultant selection after consultation with Bank's Information Security Team

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8	10	9. BID PREPARATION AND SUBMISSION:	1. Please clarify if literature means the bidder's proposed approach. Please let us know if any specific details are required.	Yes
			2. Can we add this at the end of the response as a new appendix?	
9	10	9. BID PREPARATION AND SUBMISSION:	Does the POA have to be notarized as well? Please clarify.	Yes
10	10	9. BID PREPARATION AND SUBMISSION:	Please clarify if Class III Digital Signature Certificate (in the name of person who will sign the bid) in the name of authorized signatory and authorized representative of the bidder can be two different individuals?	Yes
11	23	Appendix-B Bidder's Eligibility Criteria - Point 5	Request to please relax the requirement of a user acceptance report as it contains clients' confidential information.	Letter from client certifying satisfactory completion of the project will be sufficient along with copy of Purchase Order.
12	24	Appendix-B Bidder's Eligibility Criteria - Point 7	Kindly elaborate and what SBI means by Valid Certificate(s) and the format if any.	Letter from client certifying satisfactory completion of the project will be sufficient along with copy of Purchase Order.
13	24	Appendix-B Bidder's Eligibility Criteria - Point 8	In case of non-applicability of this clause, can we leave this out from the response document?	Self-Declaration on bidder's letterhead to be submitted, indicating no litigation as per the clause.
			Do we need to submit a self-declaration stating the same? Please clarify.	
14	28	Appendix C	Query related to overall implementation timeline clarification (Consulting + Implementation): will this timeline include time to evaluate new LMS and associated third party vendors required for creating the learning pathway, time to integrate, check feasibility & performance of integrations between third party vendors and the LMS, implement and test the pilot in different environments applicable – dev, UAT, prod etc.	Yes
		Project Timelines		
15	NA	NA	A ballpark view on the budget (consulting, product evaluation + procurement, implementation)	No such assessment done

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16	NA	NA	What are the current LMSs being used to train the SBI employees? Are those integrated with any external vendors, if yes, which are the ones? How are they integrated – APIs or any other LMS integration techniques like LTI?	The existing applications are in-house with separate training management and e-learning portals, with no integration
17	28	Appendix C	What is the Training Management System(TMS) used by SBI and is it integrated with any calendar / event scheduler, if so which one and how? What does it offer in terms of library management, is it like a central repository to store and manage all training data within the LMS or using a third party cloud storage? How are examinations a part of the TMS, is it with the help of external vendors or something built in house?	The existing training management system is developed in-house with in-house data storage. Examination portal is also in-house.
		Project Deliverables (Point# 7)		
18	28	Appendix C	Is the LMS intended for internal SBI users only or should it be made available to external partners as well in future?	The LMS is intended for internal users with scalability for external users with limited access
		Services		
19	28	Appendix C	If the trainings are targeted for external partners also, should there be a sub-account level classification to control the content access across different partners	Yes
		Services		
20	28	Appendix C	What is the scalability of the LMS – how much of the employee base would be using this LMS? Will it be used across multiple branches across different states / countries?	The LMS will be used across multiple geographies for the entire 2.4 lac plus employee base
		Key Deliverables and scope of work		
21	28	Appendix C	Should the LMS have accessibility support for differently abled persons	Yes

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		Key Deliverables and scope of work Appendix B: Bidder Eligibility Criteria, Table S.no: 3 The Bidder must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020	<p>1. In this clause, it is mentioned that the bidder should specifically certify in Appendix A. We (the bidder) provide our seal and signature in Appendix A. Please confirm if this is enough or if we need to give more details.</p> <p>2. It is mentioned to provide a copy of the registration certificate wherever applicable. Do you mean to provide our company registration certificate?</p>	The Bidder needs to certify on Bidder's letterhead and provide company's registration certificate
23	2	Schedule of Events	Normally for start ups this clause is waived off, please advise if for this EOI, for companies having Start Up India certificate and MSME certificate, the fees can be waived off.	The fees shall be waived off for MSMEs and Start-Ups
24	24	Appendix B SI No. 7	This clause is restrictive and prevents smaller companies and start-ups from submitting the EOI for this project. As per the waiver extended for SI 3, 4, 5 for the companies having valid Start Up India certificate, request that this clause be waived for those having a valid Start Up India certificate.	The clause shall be waived off for MSMEs and Start-ups
25	26	Appendix B Bidders Eligibility Criteria	We have applied for DPIIT certificate recently and awaiting the certificate. Are we eligible to apply for the bid? This will enable us to comply with the turnover requirement as a startup.	Certificate of recognition by DPIIT should be submitted with the bid
		Appendix C	Timelines mentioned for implementation are 5-6 months. and further	

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26	28	Key Deliverables and scope of work	support will be required for monitoring the implementation for 3 months. Does that imply this will be an approx. 9-10 months project?	Overall timeline including post implementation monitoring is envisaged at 6-7 months.
27	28	Appendix C Key Deliverables and scope of work	Do you have any scope for the 'select geographies' mentioned in the document? Which geographies are you considering to pilot with?	No geographies have been selected
28			Will SBI assign an internal team that will work along with the consultant team to get necessary data, information approvals?	Yes. An Internal Team from SBI shall assist in obtaining internal approvals and meeting data requirements.