I/1626/2022

# अखिल भारतीय आयुर्वेद संस्थान
## ALL INDIA INSTITUTE OF AYURVEDA (AIIA)
**(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)**
(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)
**Pre-Bid Meeting on 25.01.2022 at 3.00 PM**
**EOI for**

*Establish an Online Learning Management System* "AyurVidya" Development   **published at CPP and AIIA website on 18.01.22 vide No. File No.** I-21/1/2021-AIIA-Part(1)

| S.No. | Bid Document page number | Tender Value in respective clause | Bidder Query | AIIA Response and amendments |
|---|---|---|---|---|
| 1 | 2,4 | The work must be completed within one month (45 days) after receiving the Letter of Intent | Please extend the timelines of the project from 45 days to at least 60 | The work must be completed within two month (60 days) after receiving the Letter of Intent |
| 2 | 23 | Manpower-Strength-<br>The Bidder should have minimum number of 100 employee strength on their payroll<br>· >2000 employee :10 marks<br>· > 1500<= 2000 :6marks<br>· > 1000<= 1500 :6marks<br>· >500 <=1000 :4marks<br>· >=100<=500 :2marks<br>· <100 : 0marks | If AIIA can consider the fact that the scoring criteria regarding the number of employees is in a higher side and can reduce the number of employees requirements. For Example to score 10 marks: 2000 employees can be reduced to 500-800 | Manpower-Strength-<br>The Bidder should have minimum number of 100 employee strength<br>· 500> :10marks<br>· > 400<= 500 :8marks<br>· >300 <=400 :6marks<br>· >=100<=200 :4marks<br>· <100 : 2marks |

I/1626/2022

# अखिल भारतीय आयुर्वेद संस्थान
## ALL INDIA INSTITUTE OF AYURVEDA (AIIA)
**(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)**
(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

| | | | and similarly the following points | |
|---|---|---|---|---|
| 3 | 23 | Value of works completed (each exceeding Rs. 20 Lac) in last five years on e-learning, e- governance or similar work during the last three consecutive | Can the criteria related to the minimum limit of 20 lacs be reduced? | No Change |
| 4 | 3,4 | "Due diligence by Applicants Applicants are encouraged to inform themselves fully about the assignment and the local conditions before submitting the Proposal by paying a visit to AIIA and the Work site and analyzing the given drawings."<br><br>"LOCATION - The work will be required to be commissioned with in the campus of AIIA, at Gautampuri, SaritaVihar, Mathura Road, New Delhi PIN 110076." | Please confirm that during the development period or during the support & maintainenance period the team won't be required to be present at your campus/office on-site | As the system to be hosted at NIC cloud for deployment of code, team has to visit AIIA. Bidder has to provide technical maintenance and support of portal either onsite or offsite provided that the allowed downtime for application is only 12 Hrs . |
| 5 | 4 | Work Completion period The work must be completed within one month (45 days) after receiving the Letter of Intent. | Please reconsider work completion period to be extended to 3 months as this type of solution takes time to develop or customize | The work must be completed within two months (60 days) after receiving the Letter of Intent |
| 6 | 25 | Design, Built, Testing, Training, handholding | The timeline | Design, Built, Testing, |

I/1626/2022

# अखिल भारतीय आयुर्वेद संस्थान
## ALL INDIA INSTITUTE OF AYURVEDA (AIIA)
**(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)**
(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

| | | | | |
|---|---|---|---|---|
| | | and handover - Work Duration 08 weeks from the commencement of the mobilization activities. | mentioned here is 8 weeks + 2 weeks whereas on page 4 " Work Completion period The work must be completed within one month (45 days) after receiving the Letter of Intent" the timeline mentioned is one month - 45 days. Please clarify on the expected delivery timeline in days or weeks | Training, handholding and handover - Work Duration 06 weeks from the commencement of the mobilization activities. |
| 7 | 11 | 6. Nomination Management / System notifcations | Please update the term "Nomination" to "Notification" | Notification Management / System notifications |
| 8 | 11 | The portal server should be platform independent, i.e., it should work on multiple operating systems (e.g., Windows, Linux, Solaris, iOS). It should also be mobile compliant without compromising on user experience | - By iOS, do you mean MacOS because iOS is a mobile operating system? - Please remove Solaris because its market share is very less and most of the | The portal server should be platform independent, i.e., it should work on multiple operating systems (e.g., Windows, Linux, Mac OS). It should also be mobile compliant without compromising on |

# अखिल भारतीय आयुर्वेद संस्थान

## ALL INDIA INSTITUTE OF AYURVEDA (AIIA)

### (आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)

(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

| | | | | |
|---|---|---|---|---|
| | | | new technologies don't support Solaris? - By "It should also be mobile compliant without compromising on user experience", we are assuming, you are reffering to mobile responsive behaviour support for the website and no mobile application is expected? | user experience |
| 9 | 11 | 8. Course creator/editor tool content authoring(Audio, Video, Presentation, Documents, live streaming) | Please provide clarity on the number of concurrent users expected in this live stream, and what functionalities will be available to these user? Will these users be able to interact via chat only? or will they be able to also interact using video stream etc. | 500 concurrent users for three years and user will interact with chat and video both |

# अखिल भारतीय आयुर्वेद संस्थान
## ALL INDIA INSTITUTE OF AYURVEDA (AIIA)
**(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)**

(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

| 10 | 12 | Mobile learning app with an option of ofine functionality and ability to restart the course from where it was left | - Are your referring to a mobile application supporting Android or iOS devices? <br>- Offline functionality will be limited to certain features in case of a mobile app. Can we assume, by offline you are referring to the ability to download course material offline and view it in a mobile app (if mobile app is required to be developed)? | For Mobile app, the versions of Android and iOS supported for Mobile Apps will Android and iOS released in 2019 or later |
|---|---|---|---|---|
| 11 | 12 | There should be an integrated portal for access to Learning Materials, Threaded Discussion Groups, Online Notice Board, Synchronous Collaboration (Chat, Whiteboard), Arrangement / Personalization of the portal et | - Please provide more details on what is reffered from "arrangement/person alization of the portal et"? <br>- Please provide us more details on how is synchronous collaboration | There should be an integrated portal for access to Learning Materials, Threaded Discussion Groups, Online Notice Board, Synchronous Collaboration (Chat), Arrangement / Personalization of the portal et |

I/1626/2022

# अखिल भारतीय आयुर्वेद संस्थान
## ALL INDIA INSTITUTE OF AYURVEDA (AIIA)
**(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)**
(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

|  |  |  | envisoned? Can multiple students work on a single whiteboard simantaneously? |  |
|---|---|---|---|---|
| 12 | 12 | The system should be able to handle a minimum of 1.5 lakh front-end user records with expansion capabilities | - Please confirm, this is the total number of users and not the concurrent users accessing the platform. | This is the total number of users |
| 13 | 12 | The LMS should provide remote proctoring tool (inbuilt or additional) | Please provide more details on your expectations around remote proctoring? What is covered under the additional module of protoring tool | For 500 users and for warranty period (three years) to be included |
| 14 | 20 | List of major completed assignments relating development of corporate video / short flm / documentary flm s was undertaken in previous 5 years, along with documentary evidence of acceptance of the Reports | The project is related to LMS development and not about course creating using a short film etc. So please remove this clause as such activites are usually not taken care by IT companies | List of major completed assignments relating Development of Digital Training Infrastructure under web hosed component to establish an Online Learning Management System and e-Governance system for Government |

I/1626/2022

# अखिल भारतीय आयुर्वेद संस्थान
## ALL INDIA INSTITUTE OF AYURVEDA (AIIA)
**(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)**

(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

| | | | | |
|---|---|---|---|---|
| | | | | ,University/College and medical Institutions evidence of acceptance of the Reports |
| 15 | 20 | Any other information to highlight their strength and the claim to undertake the in the feld of video production such as development of corporate video / short flm / documentary flm. Along with the above information, details regarding agency's credentials, team's composition, infrastructure and experience of the organization/institution in undertaking similar work, names and addresses of at least three clients from whom the experience/ competency of the applicant can be ascertained, is also required to be provided. The organizations should also provide evidence in support of their experience in in the feld of video production such as development of corporate video / short flm / documentary flm Technical bid should be given separately at Form-'A' to E in addition to give the | | Any other information to highlight their strength and the claim to undertake the in the field of Development of Digital Training Infrastructure under web hosed component to establish an Online Learning Management System and e-Governance system for Government ,University/College and medical Institutions in undertaking similar work, names and addresses of at least three clients from whom the experience/ competency of the applicant can be ascertained, is also required to be provided. The organizations |

# अखिल भारतीय आयुर्वेद संस्थान
## ALL INDIA INSTITUTE OF AYURVEDA (AIIA)
**(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)**
(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

| | | | | |
|---|---|---|---|---|
| | | details in the work documents. | | should also provide evidence in support of their experience in in the field of Development of Digital Training Infrastructure under web hosed component to establish an Online Learning Management System and e-Governance system for Government ,University/College and medical Institutions Technical bid should be given separately at Form-'A' to E in addition to give the details in the work documents. |
| 16 | 32 | RELEVANT EXPERIENCE -Value of works completed (each exceeding Rs. 20 lac) in last fve years on course content development (videos development) or similar work | Please replace the word - course content development with e-learning software | RELEVANT EXPERIENCE -Value of works completed (each exceeding Rs. 20 lac) in last five years on Development of Digital Training Infrastructure under web hosed component to |

# अखिल भारतीय आयुर्वेद संस्थान

## ALL INDIA INSTITUTE OF AYURVEDA (AIIA)

**(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)**

(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

| | | | | |
|---|---|---|---|---|
| | | | | establish an Online Learning Management System and e-Governance system for Government ,University/College and medical Institutions or similar work |
| 17 | 32 | RELEVANT EXPERIENCE-"Bidder should have successfully implemented at least one (1) similar work* in last 5 years ending with 31/3/2021 similar work* means course content development (Videos development) or smiliar work | Please replace the word - course content development with e-learning software | RELEVANT EXPERIENCE-"Bidder should have successfully implemented at least one (1) similar work* in last 5 years ending with 31/3/2021 similar work* means Development of Digital Training Infrastructure under web hosed component to establish an Online Learning Management System and e-Governance system for Government ,University/College and medical Institutions or smiliar work |
| 18 | | 3.8 Hand-holding support | Are they requied to | Bidder has provide |

I/1626/2022

# अखिल भारतीय आयुर्वेद संस्थान
## ALL INDIA INSTITUTE OF AYURVEDA (AIIA)
**(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)**
(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

| | | | | | |
|---|---|---|---|---|---|
| | | | Bidder shall also provide hand-holding support to AIIA personnel for a period of three months from the date of Go-Live of respective application. These personnel must be clearly identifed exclusively for this role. Bidder shall provide at least 2 people for hand-holding support at AIIA | give onsite support? | technical maintenance and support of portal either onsite or offsite provided that the allowed downtime for application is only 12 Hrs . |
| 19 | 31 | | The Bidder should be a Central Government/State Government PSU (Public Sector Unit)/ CMMI III or above level company having demonstrable track record of rendering e-Governance and development, deployment and maintenance of cloud-based learning management system for a Large integrated Medical Institutions/ Central/ State Government /Universities/ Professional / Educational Institutes in India. | We would request you to consider Private Limited company as well or any company registered with company act | No change( Private listed company with CMMI III or above is already in clause ) |
| 20 | 31 | | The Bidder should have ISO 9001-2000 and other related. | We would request you to allow ISO 27001 certification as well | No change(have ISO 9001-2000 and other related.) |
| 21 | 11 | | The lecture overview and recap of each lecture would be completely in animation/graphics form and the rest of the lecture material would be in slides/images with graphics and animations, wherever required. | As per our observation this requirement is for content tender not for LMS tender | Deleted |

# अखिल भारतीय आयुर्वेद संस्थान

## ALL INDIA INSTITUTE OF AYURVEDA (AIIA)

**(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)**

(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

| 22 | 12 | The courses on the LMS should be brandable - branding (inclusion of logos, usage of fonts and colors etc.) as per the requirements | As per our observation, this requirement is for content tender not for LMS tender. According to us, course brading will be done course developer not by LMS developer. As far as branding and logo on LMS can we done by the selected bidder. | The courses on the LMS should be brandable - branding (inclusion of logos, usage of fonts and colors etc.) as per the requirements |
|---|---|---|---|---|
| 23 | 12 | he LMS should support the existing online payment gateways currently operational in India. | Please specify prefered gateway | SMS and payment gateway will be provided by AIIA , Bidder has to integrated according to the respective guidelines. |
| 24 | 12 | he LMS should have in-built option to schedule interactive sessions with the participants (through internal mode or external mode like Skype/GoTo Meeting/Webex, etc.) | Please specify name of the tool.<br><br>Also please tell us number of users for which we need to purchase licence. | Any one For 500 users and for warranty period(for three years) to be include in total price |
| 25 | 16 | A third party auditor (Cert-In Emplaned Vendor) who shall be responsible for performing | How and who will do code audit. | As already mentioned- Cert-In Emplaned Vendor) |

I/1626/2022

# अखिल भारतीय आयुर्वेद संस्थान
## ALL INDIA INSTITUTE OF AYURVEDA (AIIA)
**(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)**
(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

| | | | | |
|---|---|---|---|---|
| | | the Performance and Security Audit of the Portal. The Bidder needs to ensure that the Portal is in compliance with the Security Policy and Guidelines released by UIDAI and DeitY. | | |
| 26 | 18 | The Bidder will ensure an uptime of 99% for the items deployed by them. | Please elaborate | Bidder has provide technical maintenance and support of portal either onsite or offsite provided that the allowed downtime for application is only 12 Hrs . |
| | 25 | Design, Built, Testing, Training, handholding and handover Work Duration :- 08 weeks from the commencement of the mobilization activities. | NA | Design, Built, Testing, Training, handholding and handover Work Duration :- 06 weeks from the commencement of the mobilization activities. |
| | 2 | **Last date and time for Bid submission** | **15.02.2022 at 13.00 Hrs** | **22.02.2022 at 13.00 Hrs** |
| | 2 | **Date & Time of Opening of Technical Bids** | **15.02.2022 at 15.30 Hrs in Conference room C Block, AIIA ,Sartia Vihar New Delhi** | **22.02.2022 at 15.30 Hrs in Conference room C Block, AIIA ,Sartia Vihar New Delhi** |

**Note:**

1. **All the AIIA Response and Amendments mentioned in this document are part of Bid documents. The other terms and conditions will remain Unchanged.**

**I/1626/2022**

# अखिल भारतीय आयुर्वेद संस्थान

**ALL INDIA INSTITUTE OF AYURVEDA (AIIA)**

**(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)**

(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

(Dr Umesh Tagade)
Joint Director