**Response to Queries by the Bidders**

| Sr No | RFP Clause | Queries by the Bidder | Response to Queries |
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| 1 | Clause 4 – Scope includes subscription provisioning, implementation, configuration, customization, integration, migration, training, support, maintenance, security management, upgrades and ongoing operational assistance. | We understand that the solution will be delivered by configuring the standard product, and that “customization” means configuration of standard features, not changes to the product source code. Please confirm. Please also confirm that any requirement beyond the standard product features will be handled through a separate change request. | The scope of "Customization" does not refer to any changes related to Product Source Code. For other related concerns please be guided by the terms of the RFP. |
| 2 | Clause 4 – Scope includes subscription provisioning, implementation, configuration, customization, integration, migration, training, support, maintenance,<br>security management, upgrades and ongoing operational assistance. | Please explain what is meant by “ongoing operational assistance”.<br>We understand that day-to-day administration of the LMS (e.g. creating courses, uploading content, managing users and nominations) will be done by NaBFID’s L&D team, with the bidder supporting the NaBFID LMS administrators. Please confirm. | The Operational Assistance may include but not limited to - assistance to LMS Administrators in resolution of various queries pertaining to administration and operational issues relating to platform. |
| 3 | "The subsidiary company/companies may have separate learning journeys, approval flows, etc." | Will subsidiaries need separate tenants/instances, or one instance with segregated journeys and approval flows? How many subsidiaries are there and how many users does each have? | One instance with segregated journeys and approval flows may serve the purpose but they must have separate landing pages with logo, and name of respective subsidary company. |
| 4 | "The scope shall include subscription provisioning, implementation, configuration, customization, integration, migration, training, support, maintenance..." | We request to remove the word customization as being a SAAS product it will be difficult for bidder to do customizations. On SAAS product branding, configurations & integrations are feasible, but application-level customization is not feasible. | The scope of "Customization" does not refer to any changes related to Product Source Code. For other related concerns please be guided by the terms of the RFP. |
| 5 | Clause 4 – Integration Requirements: integration with Darwinbox and/or any such HRMS used by NaBFID at any point of time. | We understand that the integration scope under this RFP is limited to Darwinbox, the HRMS currently used by NaBFID. As we do not know which HRMS NaBFID will adopt in future, so it is difficult to commit integration at this stage. Hence, we request to remove the words "and/or any such HRMS used by NaBFID at any point of time" and the future integration with the new HRMS will be considered as a change request. | The Integration Requirement refers to integration with Darwinbox HRMS and any future integration with the new HRMS will be considered as a change request. |

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| 6 | Clause 4 – Integration Requirements: capable of integrating with future enterprise applications as required by the Institute. | As either NaBFID or bidder are not aware about the future applications hence committing to this clause is difficult for the bidder at this stage. We understand that this requirement is met if the LMS provides standard, documented APIs for integration.<br>Please confirm that the actual effort to integrate with any future application (not known at bid stage) is not part of the current scope and will be handled through a separate change request. | Please be guided by the terms of RFP. |
| 7 | Clause 4 – Mobile Learning: dedicated native mobile applications for Android and iOS, and responsive web access which may also be linked to the mobile application of HRMS. | We request to remove the 'dedicated' word as we understand that the OEM's standard native mobile app, available on Google Play Store and Apple App Store under the OEM's name, through which NaBFID users log in to NaBFID's instance, meets this requirement.<br>Please confirm that a separate NaBFID-branded app published under NaBFID's own store account is not required. | The requirement is to provide an experience integrated with Android/iOS application of Darwinbox as a tile in their interface; employees should be able to access the LMS in Desktop/ Mobile/ iPads etc using SSO of DarwinBox. |
| 8 | clause 4 – Data Migration: migration of historical learning and training data from existing repositories in MS Word, MS Excel, PDFs, etc.; data cleansing assistance, migration validation, reconciliation and post migration verification. | Please share (a) the number of employees whose records are to be migrated, (b) the number of years of history, (c) the approximate number of records and files, and (d) the file formats. We understand that NaBFID will extract and provide the data in an Excel/CSV template given by the bidder, and the bidder will load the data, validate it and share a reconciliation report. Please confirm. | The details shall be shared with successful bidder only. |
| 9 | Clause 4 – Data Migration: migration of historical learning and training data from existing repositories in MS Word, MS Excel, PDFs, etc.; data cleansing assistance, migration validation, reconciliation and post migration verification. | We request to please share eLearning content (SCORM and MP4) data size on day one. Also, per half year approximate incremental data size in GBs. This is very important for bidders to know the data size as it involves streaming cost. | The details shall be shared with successful bidder only. |
| 10 | Clause 4 – Data Migration: migration of historical learning and training data from existing repositories in MS Word, MS Excel, PDFs, etc.; data cleansing assistance, migration validation, reconciliation and post migration verification. | Data cleansing is done by the client as they are well versed with the data and not the vendor. So, we request NaBFID to do the data cleansing for migration. The bidder's scope shall be limited to data migration, validation, reconciliation, and post-migration verification. | NaBFID will provide historical learning records in the desired format by the successful bidder for migration in the LMS. |

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| 11 | Clause 4 – Support and Managed Services: comprehensive support including incident, problem, service request management, functional support, platform administration; dedicated support mechanism. | We understand that:<br>(a) “dedicated support mechanism” means a ticketing channel and a named account manager available on phone call, and does not require a resource deployed onsite or working full-time only for NaBFID; (b) functional support will be provided during business hours (IST) on NaBFID working days; (c) first-level queries from end users will be handled by NaBFID’s LMS administrators, with the bidder supporting the administrators; and (d) “platform administration” means managing the hosted platform (hosting, availability, security, upgrades) and not day-to-day LMS administration on behalf of NaBFID. Please confirm. | Dedicated (On-Prem) resource is not required; for any other queries please be guided by the terms of RFP. |
| 12 | "In event of independent operation (non-linked to HRMS) – The LMS shall support Multi-Factor Authentication for Administrators and configurable MFA for end users | Is OTP-based authentication via e-mail or SMS sufficient? Please confirm. | "In event of independent operation (non-linked to HRMS) – The LMS shall support Multi-Factor Authentication via E-mail. |
| 13 | "In event of independent operation (non-linked to HRMS) – The LMS shall support Multi-Factor Authentication (MFA) for administrators and configurable MFA for end users." | Please clarify what “configurable MFA for end users” means? | |
| 14 | Clause 4 – Information Security Requirements: VAPT/Compliance reports, Application Security Testing reports complying with OWASP Top 10, SANS Top 25 at least half-yearly; Appendix L Sr. 3 – VAPT, SAST and DAST reports for web and mobile applications including APIs, at least half-yearly; where the bidder does not undertake VAPT through a CERT-In empanelled agency, NaBFID or its agency may conduct VAPT of the platform. | Does DAST have to be done with Cert-In empanelled vendor only or the bidder can use open-source tool to generate and submit the report? | DAST may be performed by Cert-In empanelled vendor or by the bidder.<br><br>DAST has to be performed once in a year and reports shall be shared with the Bank. |
| 15 | Clause 4 – Information Security Requirements: VAPT/Compliance reports, Application Security Testing reports complying with OWASP Top 10, SANS Top 25 at least half-yearly; Appendix L Sr. 3 – VAPT, SAST and DAST reports for web and mobile applications including APIs, at least half-yearly; where the bidder does not undertake VAPT through a CERT-In empanelled agency, NaBFID or its agency may conduct VAPT of the platform. | We understand that if consent is provided then bank will conduct the Half-yearly VAPT audit. However, Half-yearly SAST and DAST will be bidder scope only. Please confirm. | If bidder provides consent in writing then NaBFID will conduct the Half-yearly VAPT audit.<br><br>SAST - has to be performed by the bidder before Go-Live and also when any major changes are made in SaaS application.<br><br>DAST - has to be performed once in a year. |

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| 16 | Clause 4 – Additional commercial requirements: separate Production and UAT/Test environments as part of the subscription. | We understand that a UAT/Test environment will be provided during implementation, and that after Go-Live a smaller sandbox/test environment (with limited users and storage) will be provided for testing configuration changes and new releases. Please confirm. | UAT shall be provided for simulation of the platform including testing configuration changes and new releases. |
| 17 | Clause 4 – Additional commercial requirements: separate Production and UAT/Test environments as part of the subscription. | We can understand that Bank is not looking for a dedicated cloud instance. Please confirm | There must be a logical separation between production and UAT/Test environments in all aspects and data mingling with any other client where bidder is providing services should not happen. |
| 18 | Clause 4 – Additional commercial requirements: separate Production and UAT/Test environments as part of the subscription. | We understand that the NaBFID requirement is provision of a SaaS application and in a SaaS application, multiple clients are hosted on a shared database infrastructure under a common database license, with logical data segregation and tenant-level data isolation maintained within the shared database. Please confirm. | NaBFID's requirement is provision of a SaaS based LMS application with logical data segregation and tenant-level data isolation maintained within the shared database. |
| 19 | "...retain system logs, audit trails... for a minimum period as prescribed by the Institute" / "...provide complete data export in mutually agreed formats..." | Can you specify the expected data retention period? | The audit trails may be retained for a minimum period of 1 year. The Training Data shall be retained in LMS during the Contract Period and in case of migration to any other system the bidder shall extend necessary support for data migration with no additional cost. |
| 20 | Clause 13 – Adherence of Cyber Security Policy: IT/Information Security/Cyber Security Policy will be shared with successful | As the policy will be shared only after award, we cannot assess or price its requirements. We request that the key requirements of the policy be shared before bid submission (under NDA, if needed), or that NaBFID confirm that requirements beyond those stated in the RFP will be handled through mutually agreed change requests. | Please be guided by the terms of RFP. |

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| 21 | Appendix B (Bid Form) – point (xiv): OEM to have a support centre and level 3 escalation (highest) located in Mumbai and Delhi. | For a SaaS solution, support is delivered remotely through ticketing, e-mail and phone. We request that this condition be changed to “OEM/bidder to have a support centre with L3 escalation available in India”, and that physical support centres in both Mumbai and Delhi not be mandatory.<br><br>This amendment is must for us as we cannot participate due to this condition of having support centre in Mumbai and Delhi.<br><br>We have a support centre in Pune and manpower in Mumbai and Delhi who can attend the escalations in person. | The bidder may have support centre/s anywhere in India; though the necessary timely support shall be ensured during the period of contract for any queries/difficulties faced by the Bank. |
| 22 | Scope: "DR drills (at least on yearly basis)" Appendix K: "Half-yearly DR drills (Mandatory; One Drill a year)" | DR drills are yearly in the scope but half-yearly in Appendix K. Can it be clarified? | Please be guided by the terms of RFP. |
| 23 | General | We can understand that vendor will get paid for minimum 300 licences per month even if the number of users in the database is less than 300. Please confirm. | The initial requirement of RFP is for 300 users and subsequently if required Bank may procure in bucket of 50 User Licenses.<br><br>The corrigendum shall be issued to resolve this concern. |
| 24 | General | In the commercial bid no provision to calculate the 3 year cost is given. So, the total price quoted by the bidder in sr. no 1 will be one month cost only (i.e., 300*PUPM cost) and the Bank will calculate the 3 year TCO accordingly.<br>Please confirm. | |
| 25 | General | As the RFP mandates half-yearly VAPT, SAST, and DAST reports, and considering that our solution is delivered through a shared SaaS environment, we request you to consider the most recent audit reports conducted within the preceding six months as valid for the go-live date. The subsequent audit will be scheduled in accordance with the six-month audit cycle, calculated from the date of the previous audit. | Before Go-Live - VAPT is must.<br><br>Bidder shall provide the SAST Report generated within 3 months of Go-Live of project with a declaration that 'No major change is made in the application post the report generation'. DAST Report shall be the latest one. |
| 26 | General | As LMS is not a business-critical application and not a customer facing application, to save the cost we request to accept the snapshot backup site arrangement in the different seismic zone with 12hr RPO and 12hr RTO instead of DR site. | The bidder may opt for snapshot backup site arrangement in the different seismic zone with 12hr RPO and 12hr RTO instead of DR site. However, defined RTO shall be strictly ensured while doing DR & DC Cutovers. |

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| 27 | General | As LMS is not a business-critical application and the deployment frequency is not very high to save the cost we request to accept the audit (SAST, DAST) reports yearly instead of half-yearly. | Please refer to query response no - 25. |
| 28 | General | Will SMS and Email service will be provided by NaBFID and bidder needs to integrate it in the system. | The bidder need to integrate with M365 used by Bank. |
| 29 | General | If Email and SMS are bidder scope, please quantify maximum SMS and Email to be provided per year as it is a third party cost. | |

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