



CORRIGENDUM TO Response to Pre-Bid Queries for

**Open Tender for development of e-learning courses for
Swachh Bharat Mission (Urban),
for Ministry of Urban Development, Government of India
by National Films Development Corporation.**

CORRIGENDUM

REVISED TIMELINES

S. No.	Particular	Details
1.	Last date and time for OT Submission	09.08.2016 at 12:00 noon
2.	Date and time of opening of Pre-Qualification bids	10.08.2016 at 11:00 am
3.	Date and time for opening of Technical bids	11.08.2016 at 10:00 am
9.	Presentation of Sample e-Learning Modules by bidders	12.08.2016 at 11:00 am

ADDENDA :-

- The following Addenda are to be read, as mentioned below at Page no. 15, in Technical Evaluation Criterion on Sr. no. 2

2	<p>Experience relevant to this engagement as listed categories below to be demonstrated in engagements that have either been completed or an ongoing project. The work order should have been issued within the last 5 years as on the date of issue of this OT.</p> <p>Category: Upto 3 movies or more related to Urban development</p>	<p>For each film / short film 10 marks would be awarded</p>	<p>10 Marks per film – Maximum – 30 Marks</p>	<p>Agency must provide supporting document (work order, copy of contract, engagement letter, or client certificate) of the same projects. Client Confidentiality will be considered.</p> <p>In case of private sector clients, undertaking from authorized signatory of</p>
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				<p>bidder will be considered (generic descriptor in place of client name may be considered).</p> <p>Copy of work order is compulsory in case of Government Work.</p>
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- **The following Addenda are to be read, as mentioned below at Page no. 16, in Technical Evaluation Criterion on Sr. no. 3**

3	<p>The proposal evaluation committee will allocate marks basis the quality of e-learning videos developed by the agency in past 3 years.</p>	<p>Bidders should submit atleast 1 sample videos in the USB drive containing the pre-qualification and technical proposal. The video should be a maximum of 5 minutes each, and should be in mpeg, avi, wmv or mp4 format. The resolution of the video should be in HD (720P or higher).</p>	60	<p>The 5-minute Sample video submitted by bidder should be on Urban Development in the format of the final 100 e-Learning modules along with 10 multiple choice questions (separate)</p>
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- **The following Addenda are to be read, as mentioned below at Page no. 17 (after Technical Evaluation Criterion)**
 - Bidders who scores at least 60 marks from the technical evaluation criteria would be considered technically qualified and will be shortlisted for the screening of the Sample Video Presentation evaluation
- **The following Addenda are to be read, as mentioned below at Page no. 22 in 1.8 iii – In developing e-Learning modules (point 2):**
 - The modules should be in English language with Hindi subtitles. If the speaker is conducting them in a language other than English, there has to be a background Voice Over in English

- The following Addenda are to be read, as mentioned below at Page no. 22 in 1.8 ii – In developing e-Learning modules (point 3):
- ~~A PowerPoint presentation~~ Transcript of the final Film(s)
- The following Addenda are to be read, as mentioned below at Page no. 22 in 1.9 – Deliverables & Timelines: (point ii) - NEW:
 - The final 100 e-Learning module to be submitted in 2 different versions
 - .mov format
 - .mpeg4 in compressed format

PRE-BID QUERY RESPONSE

Sr. No.	OT Document Reference (Section and page number)	Content of OT requiring clarification	Points of Clarification	Response by Steering/Selection Committee
1	1.4.1: point 3, page No. 15	<ul style="list-style-type: none"> • Note: For not-for-profit entities this prequalification criteria will be waived. 	<ul style="list-style-type: none"> • We seek clarification to whether an organisation registered as a Trust formed under The Bombay Public Trust Act 1950 is also considered as a not-for profit entity. 	Only if the profits earned out of the business is ploughed back in the business and not used in the personal capacity
2	1.7 Conflict of Interest, point C, bullets i, ii, iii Page 20,21	<p>The Bidder, or Associates (or any constituent thereof) and any other Bidder, or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or</p> <p>iii. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each others' information about, or to influence the Proposal of either or each of the other Bidder; or</p>	<ul style="list-style-type: none"> • We seek clarification whether this conflict of interest is of the bidder having undertaken other assignments with NFDC? Or MOUD? 	<ul style="list-style-type: none"> • The bidder cannot take up similar assignments with other parties while engaging with NFDC on this particular assignment.

Sr. No.	OT Document Reference (Section and page number)	Content of OT requiring clarification	Points of Clarification	Response by Steering/Selection Committee
		iv. there is a conflict among this and other assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the bidder will depend on the circumstances of each case. While providing services to the NFDC for this particular assignment, the agency shall not take up any assignment that by its nature will result in conflict with the present assignment; or		
3	1.8, ii, first bullet, page no. 21	A city and technology/process specific 15-17 minute video basis brief given by NFDC	<ul style="list-style-type: none"> • Length seems long • There is double effort in editing required for preparing English and Hindi versions 	<ul style="list-style-type: none"> • The selection/steering committee has made a decision that the final e-learning modules will be of 15 minutes each. • Master language of the module will be English with Hindi Subtitles. In case the master language is in another language than English it should be para-dubbed in English.

Sr. No.	OT Document Reference (Section and page number)	Content of OT requiring clarification	Points of Clarification	Response by Steering/Selection Committee
			<ul style="list-style-type: none"> For final submissions, we prefer cloud based application like dropbox, we transfer/etc 	<ul style="list-style-type: none"> Final Submissions have to be in 2 sets of Pen Drives or DVDs or Hard Disks
4	1.8, iii, third bullet, page no. 22	Interactive multi-media content, such as videos, presentations, real-time assessments (25 questions), etc. are to be leveraged to ensure an engaged learning for ULB employees	<ul style="list-style-type: none"> Are we preparing additional power point for the same tutorial? or we send what the practioners provides us? Pl clarify 	<ul style="list-style-type: none"> No. Power point presentations will not be required to be submitted. Instead transcripts of the film will need to be submitted.
5	1.9 Deliverables & Timelines, page 22	All bidders must note that atleast one resource with the ability to edit the modules (on a need basis) must be based in Delhi so that changes, if required can be done as quickly as possible. The remaining team members must present themselves as per requirement.	<ul style="list-style-type: none"> We recommend that such changes once communicated by NFDC can always be made and submitted online. Basing a resource person in Delhi will be difficult in an aggressive timeline. Instead suggest a quick turnaround time- it will be quicker and swifter since all the raw footage will be with the production house. . 	<ul style="list-style-type: none"> One resource with the ability to edit should be based in Delhi to execute changes at the last moment if required.
6	1.10 Payment Schedule, Page 22	Submission and approval of script on monthly basis (25% of payment of total contract)	<ul style="list-style-type: none"> The script for the e course will evolve after the interviews and exact understanding of the case. Can we submit the detaled concept and approach 	<ul style="list-style-type: none"> NFDC and MoUD will take 24 hours to approve the script presented by the bidder(s). If no response is received by the bidder from NFDC/MoUD

Sr. No.	OT Document Reference (Section and page number)	Content of OT requiring clarification	Points of Clarification	Response by Steering/Selection Committee
			instead of a script?	within 24 hours, the script will be deemed approved
7	1.3.4.3 Earnest Money Deposit (EMD) (Page-10)	<p>a. Bidders shall submit, along with their Bids, EMD equivalent to 0.5% of the Contract Value only, in the form of a Demand Draft issued by any scheduled commercial bank in favor of National Film Development Corporation payable at New Delhi.</p> <p>b. Contract Value means number of e-learning modules X Rs. 5,10,000/- (the cost of ONE e-learning module)</p>	<ul style="list-style-type: none"> There are two points here. Does the Bidder get to choose which modules they will be doing ? In case the multiple vendors choose same module, will all of them get to do it, and get paid for it? 	<ul style="list-style-type: none"> The bidder(s) will have to mention the priority list of e-learning modules that they wish to develop and their respective locations mentioned in the Annexure alongside. The final allocation of the modules will be at the discretion of the Selection/Steering Committee.
8	1.3.4.3 Earnest Money Deposit (EMD) (Page-10)	-do-	<ul style="list-style-type: none"> WE have applied for NSIC Certificate for being a small industry. The application is in process, and the certificate is expected by Mid-August. So, will our bid be exempt from the Tender fees and EMD, as per the Government of India 	<ul style="list-style-type: none"> The NSIC Certificate has to be produced in order for the bidder to be exempt from tendering the EMD and the Tender fee.

			Rules? WE are a very old and reputed player in e Learning content development space.	
9	1.8 ii (Scope of Work; Page 21)	<p>1. The format of the e-Learning module includes the following deliverables;</p> <ul style="list-style-type: none"> • A city and technology/process specific 15-17 minute video basis brief given by NFDC • The e-learning module must have 20% of screen time given to talking heads style interviews and graphics and the balance 80% focus must be given to on-ground location shoots 	<ul style="list-style-type: none"> • Would this have to be actual videos or animation would also be considered? 	<ul style="list-style-type: none"> • The final 100 e-learning videos will be actual videos. The e-learning modules must have 20% of screen time given to talking heads style interviews and graphics and the balance 80% focus must be given to on-ground locations shoots
10	Section 1.4.2 page 16	<ul style="list-style-type: none"> • Developed video based learning module for government and or development sector in India. 	<ul style="list-style-type: none"> • Can these criteria be reduced a bit? In terms of doing end-to-end e-learning modules for other organizations? 	<ul style="list-style-type: none"> • Refer to Corrigendum above
11	Section 1.4.2 page 16	<ul style="list-style-type: none"> • Developed video based learning modules on the area of 	<ul style="list-style-type: none"> • Can it be just a self-run video or does it have to be 	<ul style="list-style-type: none"> • Refer to Corrigendum above

		urban development/municipal solid waste/sanitation programme	an interactive video learning?	
12	Section 1.8 Page 21	<ul style="list-style-type: none"> A city and technology/process specific 15-17 minute video basis brief given by NFDC 	<ul style="list-style-type: none"> The brief will be given for both video & presentation? What will be the format of the brief? When will the brief be provided? 	<ul style="list-style-type: none"> Brief will be only for Video. Presentation is not required any longer. Word Document On successful selection of your bid application
13	Section 1.8 Page 21	<ul style="list-style-type: none"> The e-learning module must have 20% of screen time given to talking heads style interviews and graphics and the balance 80% focus must be given to on-ground location shoots 	<ul style="list-style-type: none"> The interviews will be taken of the stakeholders or the staff? The interview location will be same as the shoot location 	<ul style="list-style-type: none"> Depends on the script approved Not necessary.
14	Section 1.8 Page 22	<ul style="list-style-type: none"> A Power point presentation 	<ul style="list-style-type: none"> For Presentation & assessment, raw content will be provided by NFDC 	Presentation will not be required now. Refer to corrigendum above.
15	Section 1.8 Page 22 iii. In developing e-Learning modules:	<ul style="list-style-type: none"> Translation into Hindi and English should be provided. 	<ul style="list-style-type: none"> For presentation & Video both? Voice over to be provided separately? 	<ul style="list-style-type: none"> Master language of the module will be English with Hindi Subtitles. In case the master language is in another language than English it should be para-dubbed in English. Mixed and Unmixed versions to be submitted as

				final deliverables
16	Section 1.8 Page 22 iii. In developing e-Learning modules:	<ul style="list-style-type: none"> Case studies & best practice based learning is to be employed using interactive multi-media formats in multiple languages 	<ul style="list-style-type: none"> Need to be provided in PPT format or any other e-learning format? 	<ul style="list-style-type: none"> Only Video
17	1.9 Deliverables & Timelines	100 SBM related e-learning modules (in English/Hindi) to be delivered within 3 months (from the date of submitting the Work Order) following award of contract to the selected agency(ies)	<ul style="list-style-type: none"> Will the module be Video Based learning or the presentation & the Video will be separate 	<ul style="list-style-type: none"> Only Video. Refer to Corrigendum above
18	Annexure I: Page 36	Indicative list of planned e-Learning modules along with respective locations	<ul style="list-style-type: none"> Can the locations be clubbed so that the shoot can be done at one location in a stretch 	<ul style="list-style-type: none"> Will depend on Script.
19	1.2.1: Objective, page 7	The final allocation of location wise e-Learning module to the successful bidders (as determined in clause 1.5.1 below) will be decided by the Selection/Steering Committee for development of e-Learning modules under Swaach Bharat Mission (Urban) duly constituted vide order no. 15/4/2016-SBM-I,	<ul style="list-style-type: none"> We request Selection/Steering Committee /NFDC to allocate the tutorials as per geographical clusters. In an aggressive timeline, this will ensure economizing in travel time. 	<ul style="list-style-type: none"> The bidder(s) will have to mention the priority list of e-learning modules that they wish to develop and their respective locations mentioned in the Annexure alongside. The final allocation of the modules will be at the discretion of the Selection/Steering Committee.

		GOI, MoUD/6th July, 2016		
20	1.3.4.4: Submission of responses, bullet 4, page 11 And Quality of past work, pg 16	Sample Video Presentation – (1 DVD in HD format comprising of 6-7 minutes scratch module on Sanitation and Solid Waste management, not necessarily related to e-courses) in third envelope Bidders should submit atleast 1 sample videos in the USB drive containing the pre-qualification and technical proposal. The video should be a maximum of 5 minutes each, and should be in mpeg,	We need clarification of what is the format that we need to submit the sample of our past work in?	<ul style="list-style-type: none"> • Already clarified in the clause 1.3.4.4
21	1.4.1, prequalification criteriaSr. no. 3- page 15	The bidder must fulfil the following minimumcriteria as per its concluded last financial year (in accordance with its Independently audited accounts, normally concluding on 31st March 2015). a) Average annual turnover of Rs. 1 Crore orabove in the last three	<ul style="list-style-type: none"> • Even if these criteria are waived for not-for-profit entities, are these organisations still supposed to send certified and audited statements of last three financial years? 	<ul style="list-style-type: none"> • Yes

		<p>completed financial years (2012-13, 2013-14 and 2014-15)b) Positive profits (before tax) in each of the last three completed financial yearsNote: For not-for-profit entities this prequalification criteria will be waived.</p>		
22	1.7 Conflict of Interest, point C, bullets i, ii, iii Page 20,21	<p>the Bidder, or Associates (or any constituent thereof) and any other Bidder, or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or</p> <p>iii. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each others' information about, or to influence the Proposal of either or</p>	<ul style="list-style-type: none"> We have not undertaken any previous assignments with NFDC. Does this clause seek clarification whether this conflict of interest is of the bidder having undertaken other assignments with NFDC? 	<ul style="list-style-type: none"> The bidder cannot take up similar assignments with other parties while engaging with NFDC on this particular assignment.

		<p>each of the other Bidder; or iv. there is a conflict among this and other assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the bidder will depend on the circumstances of each case. While providing services to the NFDC for this particular assignment, the agency shall not take up any assignment that by its nature will result in conflict with the present assignment; or</p>		
23	1.8, ii, first bullet, page no. 21	A city and technology/process specific 15-17 minute video basis brief given by NFDC	<ul style="list-style-type: none"> • Since two tutorials are to be prepared- one in English and one in Hindi, does this mean that each tutorial of roughly 7.5-8 minutes length needs to be prepared? • There is double effort in editing required for preparing English and 	<ul style="list-style-type: none"> • The selection/steering committee has made a decision that the final e-learning modules will be of 15 minutes each. • Master language of the module will be English with Hindi Subtitles. In

			Hindi versions	case the master language is in another language than English it should be para-dubbed in English.
24			<p>What will be the format for final submission? We request you to provide more details on the exact format.</p> <p>Also request to clarify whether the submission will be in pen-drive/ CD ROMs or through cloud based applications</p>	<ul style="list-style-type: none"> Refer to Corrigendum above Final Submissions have to be in 2 sets of Pen Drives or DVDs or Hard Disks
25			<ul style="list-style-type: none"> Is there any specific signature music/score to be used across all films? 	No
26	1.8, ii, second bullet, page no. 21	The e-learning module must have 20% of screen time given to talking heads style interviews and graphics and the balance 80% focus must be given to on-ground location shoots	<ul style="list-style-type: none"> Our experience of having prepared more than 20 e-courses in the past shows that there could be a varied requirement of talking heads style interviews. Some of the tutorials might require 	Format is to be as per description in clause 1.8, ii Second bullet.

			more explanation from the key persons and hence we request to keep the 20% of screen time given to talking heads style interviews and graphics as a minimum	
27	1.8, iii, second bullet, page no. 22	Translation into Hindi and English should be provided.	<ul style="list-style-type: none"> Need clarity whether the entire tutorial needs to be dubbed in English/Hindi or English/Hindi subtitles need to be provided? What if the speaker is speaking in native language? 	<ul style="list-style-type: none"> Refer to corrigendum above
28	1.8, iii, third bullet, page no. 22	Interactive multi-media content, such as videos, presentations, real-time assessments (25 questions), etc. are to be leveraged to ensure an engaged learning for ULB employees	<ul style="list-style-type: none"> Are all material to be provided in both English and Hindi languages? r The premise for preparation of the e-courses is for capacity building, so we seek clarification as to the need for submission of power point presentations. We can send the ppt as suggested to us by the city /practitioners, which can be added as additional reading material, and not make over and above the tutorial. 	<ul style="list-style-type: none"> Refer to Corrigendum above

29			<ul style="list-style-type: none"> • Would be important to get the contact sheet with contact details of all people /and stakeholders met for the preparation of the e-courses for further follow up or moderation. 	NFDC/MoUD will facilitate the process to prepare for the modules.
30	1.10 Payment Schedule, Page 22	Submission and approval of script on monthly basis (25% of payment of total contract)	<ul style="list-style-type: none"> • Based on our earlier experience of preparing e-courses, the script gets finalized much after the actual shoot. Hence it is advisable to ask for a case study concept and tentative list of people to be interviewed for the second stage of payment schedule, instead of a full script. The script for the e course will evolve after the interviews and exact understanding of the case. 	<ul style="list-style-type: none"> • NFDC and MoUD will take 24 hours to approve the script presented by the bidder(s). If no response is received by the bidder from NFDC/MoUD within 24 hours, the script will be deemed approved
31	Point c / 1.1: Basic Information / Page no. 4	NFDC reserves the right to extend the Term thereafter based on performance review, mutual interest and programme requirement on the same terms and conditions	<ul style="list-style-type: none"> • Request NDfC to clarify if the term extended would be for new assignment or the current assignment. 	Extension of any type will be at the discretion of NFDC/MoUD.
32	Point i / e-learning Platform for ULBs	In collaboration with USAID, Microsoft, and National Institute of	<ul style="list-style-type: none"> • Request NDfC to share the features and specifications of the new 	<ul style="list-style-type: none"> • Please refer to link: https://swachhbharat.clouddapp.net/

	: A swatch Bharat Mission Initiative / Page no. 5	Urban Affairs (NIUA) launched the first-ever e-learning platform especially developed for ULB functionaries in India	platform developed for e-Learning content. This will help agencies to develop content which would be compatible to the platform used	
33	Point ii / e-learning Platform for ULBs : A swatch Bharat Mission Initiative / Page no. 6	This e-learning platform is unique in that it leverages interactive multi-media content, such as videos, presentations, real-time assessments (25 questions), etc. to ensure an engaged learning for ULB employees at their own pace and convenience	<ul style="list-style-type: none"> Request NDFC to clarify how the assessments would run on the portal. Will it be through a separate assessment platform? Also what would be the different category of questions expected (e.g. Multiple Choice, Open Ended etc.) Is this set of 25 Questions – same as the set of 25 Questions as part of the e-Learning modules Separate assessment platform 	<ul style="list-style-type: none"> Separate assessment platform Multiple Choice Questions
34	Point ii / e-learning Platform for ULBs : A swatch Bharat Mission Initiative / Page no. 6	NFDC is committed to host over 100 modules in the next 03 months and has undertaken extensive internal communication initiatives to inform ULB officials of the platform to	<ul style="list-style-type: none"> Request NDFC to clarify the duration 15 to 17 minutes for each module – is run time for the e-learning module Also require clarification on the percentage of different levels of 	Refer to scope of work 1.8, ii on page 21

		address their learning needs	contents required per	
35	Point iv / e-learning Platform for ULBs : A swatch Bharat Mission Initiative / Page no. 7	The user can learn-by-watching at self-pace and post completion must attempt at a 25-question assessment, post which the user will be issued a certificate of completion. Additionally, tool-kits, guidelines, etc. are made available, in case the user is keen to apply the learning in his/her ULB	<ul style="list-style-type: none"> Request NDFC to share how the certification of the candidate is done and if it falls under the scope of the Content Development Agency also if preparation of tool kits and guidelines are under the scope of Content Development Agency 	<ul style="list-style-type: none"> Certification is not under the scope of work of the content development agency.
36	Point c / 1.3.4.4 / Page no. 11	“Response to OT for development of e-learning courses under SBM- < OT Reference Number> and the wordings “DO NOT OPEN BEFORE 01.08.2016 at 11:00 am	<ul style="list-style-type: none"> The submission date mentioned in the table given in page no. 3 says the last date for submission of bid is August 02, 2016 however in the mentioned point it says August 01, 2016 Also we would request if the last date for submission of bid may be extended to August 12, 2016 	<ul style="list-style-type: none"> Refer to Corrigendum above
37	Point i / 1.8 Scope of Work / Page no. 21	e-Learning modules should be developed through active consultation with stakeholders i.e.	<ul style="list-style-type: none"> Will the agencies require to travel to specific cities for development of e-Learning content for that 	<ul style="list-style-type: none"> Will depend on allocation of modules to the successful bidder.

		Municipality staff, Mayors, Councillors and representatives of the agencies managing sanitation and solid and liquid waste management works in a city	city (As per Annexure)	
38	Point ii / 1.8 Scope of Work / Page no. 22	The format of the e-Learning module includes the following deliverables: A Power point presentation	<ul style="list-style-type: none"> Is the Power Point presentation a separate deliverable and what will be the contents of this requirement 	<ul style="list-style-type: none"> Refer to Corrigendum above
39	Point iii/2 / 1.8 Scope of Work / Page no. 22	Translation into Hindi and English should be provided.	<ul style="list-style-type: none"> Request NFDC to clarify on the requirement of content in Hindi Language 	<ul style="list-style-type: none"> Refer to Corrigendum above
40	Point iii/4 / 1.8 Scope of Work / Page no. 22	Case studies & best practice based learning is to be employed using interactive multi-media formats in multiple languages	<ul style="list-style-type: none"> Request NFDC to clarify the languages which are being refer to in the mentioned point 	<ul style="list-style-type: none"> Refer to Corrigendum above
41	First bullet/ 1.9 Deliverables & Timelines/ Page 22	The specific deliverables are: 100 SBM related e-learning modules (in English/Hindi) to be delivered within 3 months (from the date of submitting the Work Order) following award of	<ul style="list-style-type: none"> Will the final deliverables be in two languages – English and Hindi or any one language English or Hindi. If the final deliverables are in two languages – what will the 	<ul style="list-style-type: none"> Refer to Corrigendum above

		contract to the selected agency(ies)	base language be English and then translated to Hindi	
42			<ul style="list-style-type: none"> • Are Creative Directors/production houses empanelled with NFDC eligible to submit the proposal even if they do not qualify for the minimum turnover requirement of 1 crore a year? Is there a relaxation for the same if the experience is there? • For registered NGO's there is no requirement for service tax under the govt of India rules but the OT mentions this requirement. Kindly clarify on this aspect. 	<ul style="list-style-type: none"> • Eligibility criteria is as per clause 1.4 for evaluation • Bidder to provide with service tax exemption certificate in case applicable.