

Sl. No.	Query	Reply
1.	Who are the users in the platform- can anyone register or is it for members only?	Platform will be open to the general public and anyone can access the portal. Users can register on the portal and can use the features only after Login.
2.	Will information posted by users be visible to everyone?	Yes. But feature for moderation should be provided as per the details in the FRS
3.	Will quizzes made by admin to be for everyone or can admin assign it to limited users?	Quizzes/Competitions can be organized for the general public or for a specific set of users.
4.	It has been mentioned that “Departments or BOs or ROs of the Bureau should be able to organize lecture series by posting (uploading) videos or by sharing live session link for video conferencing” Can we integrate third party services for webinars & live sessions like zoom or MS teams, because developing an in house solution will add a significant cost.	Only url of the web conferencing will be provided for participating through exchange forum.
5.	It is mentioned that “Admin should be able to assign access rights to the users” what type of access rights are we talking about here?	Admin can create sub-admins and assign rights in any combination to create, delete, moderate and update.
6.	Since hosting is to be provided by Service provider, how many estimated users will use the platform.	BIS currently has over 4 Lakh users who will be using this platform for various purposes (as defined in the RFP) and it is anticipated that the number will be increasing further. In specific scenarios like quizzes approximately 10,000 users will be using the platform in a specific time window. So, bidders shall make a

		provision for scaling up and scaling down the server capacity to ensure the quality services and good user experience.
7.	Should we use a paid video service/on-demand streaming service to play the uploaded lecture series for faster streaming?	Bidder shall use third party video players for smooth streaming of videos wherever required and to ensure good user experience.
8.	What relaxation in turnover is allowed for registered MSMEs?	If for parameters MSE Exemption for Turnover and Startup Exemption for Turnover is selected as Yes , then MSEs/Startups are fully exempted from this criteria. However, relevant supporting documents to be uploaded alongwith the bid documents.
9.	The platform is envisaged to be multilingual, however, which language will be used for the discussion forum, the quizzes, lecture series and other content posted/uploaded on the platform? In the case of multilingual, every content will have to be posted/uploaded in both languages.	Please refer to clause 4E of the bid document.
10.	Whether Unaudited Turnover (certified by CA) for FY 21-22 is also taken into consideration.	Bidders may submit un-audited financial statement (Turnover and Net Worth) for FY 2021-22 certified by CA. However, bidders shall submit an undertaking on their letterhead regarding submission of audited financial statement for FY 2021-22 as soon as it is available.