

RESPONSES TO PRE-BID QUERIES MEETING HELD ON 24th March 2026 & EMAIL COMMUNICATION

Project 46166-003 IND: Supporting Human Capital Development in Meghalaya Phase II – Hiring of an Agency for Design, Development, Commissioning and Operation & Maintenance of Teacher Training Management System (TTMS) (Package IT -01)

Prebid Queries

The following queries were raised by interested firms/Agencies in response to the Open Competitive Bidding (OCB) for Hiring of an Agency for Design, Development, Commissioning and Operation & Maintenance of Teacher Training Management System (TTMS) under the *Supporting Human Capital Development in Meghalaya Phase-II (SHCDM- II)*. The corresponding responses of the Client are provided below. These clarifications, together with addenda /corrigenda where applicable, form an integral pan of the RFP and shall be binding on all bidders.

Firm -1

S. No.	Tender Section / Clause No.	Page No.	Existing Clause / Description	Query / Clarification Sought	Corresponding Response
1	Eligibility Criteria (Secon 1.2 – Technical Evaluation, ITB 31 & ITB 32	Page 43-44	The RFP specifies that the bidder should have successfully completed at least one project of similar nature and complexity involving Teacher Training Management, Learning Management System, and Accreditation System with statewide implementation during the last three financial years (2022–2023, 2023–2024, 2024–2025).	In this regard, we kindly request that ongoing projects of similar nature and scale may also be considered towards meeting this eligibility criterion, as such projects demonstrate equivalent technical capability, execution experience, and domain expertise.	Ongoing projects is accepted but shall mean those in which the bidder has successfully completed at least 80% against the project milestone of the work of a similar nature, and this must be certified by the respective client/authority. (Refer Corrigendum)

2	Submission Timeline- ITB 24.1	Page 40	<p>Submission and Opening of Bids: The current submission deadline is specified as 15th April 2026, and the submission mode requires hardcopy submission.</p>	<p>Considering the me required for receipt of pre-bid clarifications, internal review processes, and preparation of a comprehensive and high-quality proposal, we request your kind consideration for an extension of the submission deadline by 10–15 days.</p>	<p>The deadline for bid submission is: Date: 27 April 2026 Time: 15:00 Hours (IST) (Refer Corrigendum)</p>
3	Regarding Mode of Bid Submission (ITB 24.1)	Page 39	<p>As per the RFP, the bid submission is required to be made in hard copy format.</p>	<p>In this regard, we request clarification on whether online submission of bids (through e-procurement portal or email, if applicable) may be permitted. Enabling online submission would help reduce administrative me, ensure seamless submission, and support environmentally sustainable practices by minimizing paper usage.</p>	<p>No change.</p>

Firm -2

S. No.	Tender Section / Clause No.	Page No.	Existing Clause / Description	Query / Clarification Sought	Corresponding Response
1	Section 2 – Eligibility Criteria	Page 2	Experience in LMS, Teacher Training Management & Accreditation Systems required	Kindly clarify whether projects demonstrating these capabilities across multiple implementations (e.g., LMS in one project, teacher training workflows in another, and accreditation workflows in a third) will be considered collectively.	<p>The bidder shall provide documentation demonstrating experience with a single client engaged for LMS, Training Management, and Accreditation or provide documentation from multiple clients showcasing experience in LMS, Teacher Training Management, and/or Accreditation systems</p> <p>(Refer Corrigendum)</p>
2	Section 2 – Eligibility Criteria	Page 2	Accreditation Systems requirement mentioned	Kindly clarify whether ‘Accreditation Systems’ includes certification, assessment validation, and competency tracking modules within LMS/training platforms, or only formal accreditation systems governed by statutory bodies.	<p>Accreditation Systems shall be refer exclusively to school/college accreditation systems and shall be considered only where such systems are designed to assess and rank schools based on established frameworks (e.g., SQAAC – School Quality Assessment and Accreditation Framework).</p> <p>Learning Management System (LMS) shall be considered if it provides features such as student assessments, assessment data collection, OMR-scanning, Learning Outcome (LO) mapping, Question Banks, Adaptive Learning and remedial interventions. LMS platforms that support only content delivery is not sufficient for eligibility evaluation.</p> <p>Similarly to training platforms must enable structured teacher training delivery, register teacher for training, contents onboarding, notification, captured historical training records, assessments, certification.</p> <p>Bidders are required to demonstrate relevant experience in implementing such systems.</p> <p>(Refer Corrigendum)</p>

3	Section 2 – Eligibility Criteria	Page 2	Similar project experience requirement	Kindly allow experience of implemented IT/ITeS projects involving e-content development, smart classroom solutions, and digital learning platforms, as these include LMS, training, and content management components aligned with the scope.	Learning Management System (LMS) shall be considered if it provides features such as student assessments, assessment data collection, OMR-scanning, Learning Outcome (LO) mapping, Question Banks, Adaptive Learning and remedial interventions. LMS platforms that support only content delivery is not sufficient for eligibility evaluation. (Refer Corrigendum)
4	Section 6 – Schedule of Requirements	Section 6	TTMS implementation scope	Kindly clarify whether scope is limited to design, development, deployment, and O&M of TTMS platform, or also includes content onboarding/creation and program execution support.	Bidder is not required to develop content/modules. TTMS must support Content onboarding and content management including integration of contents from selected sources like DIKSHA Content shall be created and provided by DERT Creators for CPD Main Course and Generic courses
5	Section 6 – Schedule of Requirements	Section 6	Content-related activities not clearly defined	Kindly clarify whether scope includes development of new teacher training content/modules or is limited to curation, integration, and mapping of existing content (DIKSHA/NCERT/state resources). If development is required, specify scale and nature.	Content/Modules development for CPD is not required for Bidders. But TTMS must Host CPD main course or CPD Basic Course, already approved by DERT and integrate contents from selected sources like DIKSHA platform. TTMS implementing agency shall digitize and integrate the course and the contents (videos, texts, quizzes) in consultation with DERT before publishing.
6	Section 6 – Schedule of Requirements	Section 6	Competency framework not specified	Kindly confirm whether competency framework (competency areas & learning pathways) will be provided by Department or designed and operationalised by the selected agency.	The competency framework shall be provided by the Department under the guidance of DERT.

7	Section 6 – Schedule of Requirements	Section 6	Training Needs Assessment (TNA) not detailed	Kindly clarify whether Department will provide TNA framework/tools or agency is expected to design and operationalise it. Also confirm whether role is limited to system enablement or includes academic design, curation, and development of assessment instruments.	TNA framework is already developed under the ADB project. Bidder shall Digitize the TNA tools and implement it through TTMS under the guidance of DERT
8	Section 6 – Schedule of Requirements	Section 6	Hosting & deployment architecture not specified	Kindly confirm whether the application, after completion of the 24-month O&M period, will be migrated to public cloud (AWS/Azure/NIC Cloud) or continue at State Data Centre.	Application Development and Deployment shall be for 12 months. The O&M period shall be 12 months and not 24 months The bidder shall be responsible for hosting the application in a cloud environment during the entire project duration of two (2) years and shall factor the same in the financial proposal. The application shall be migrated to the State Data Centre (SDC) or continue on a Public Cloud platform (such as AWS, Azure, or NIC Cloud), as decided by the Department later. (Refer Corrigendum for price schedule format, and Section 6 clause 7)
9	Section 6 – Schedule of Requirements	Section 6	User base & scalability not specified	Kindly confirm expected number of users (teachers, DIET faculty, master trainers, observers, administrators) and anticipated peak concurrent users during course launches and assessments.	Approx 35,000 teachers across the State, with peak concurrent usage of around 5,000 to 10,000 users during CPD course delivery and assessment periods. Additionally, approx 10000 users from DIET students, DIET faculty, DERT Administrators, master trainers, course creators, and observers.

10	Section 6 – Schedule of Requirements	Section 6	Mobile application requirement not detailed	Kindly confirm whether mobile application support is required for both iOS and Android platforms.	Yes, mobile application is required for both Android and iOS
11	Section 6 – Schedule of Requirements	Section 6	Content digitisation scope unclear	Kindly indicate approximate number of hours/pages of CPD Basic (Generic) content to be digitised initially.	CPD course with video contents typically ranging from 6–10 minutes in duration. Each CPD shall be supplemented with reading materials, interactive elements (such as quizzes, reflections, and activities), and formative assessments to reinforce learning and measure understanding.
12	Section 6 – Schedule of Requirements	Section 6	Integration responsibilities unclear	Kindly clarify whether Department will provide APIs for third-party integrations or bidders need to procure/manage APIs independently.	For Pulling data or contents from existing systems (MeghSIMS, MLENS, DIKSHA), API documentation will be provided by Department. For TTMS outbound integrations like integration to State VSK and National VSK, Bidder must design and manage APIs
13	Section 6 – Schedule of Requirements	Section 6	Data availability for AI/analytics not specified	Kindly confirm whether historical TNA, COT, and CPD data will be made available for AI model training.	At present, historical data related to TNA, COT, and CPD is not available. For AI model training shall utilize the TNA, COT, and CPD data captured through the TTMS only during the course of implementation for analytics and insights generation and course recommendation for teachers.
14	Section 6 – Schedule of Requirements	Section 6	Data migration scope unclear	Kindly provide details on approximate size, format, and structure of data to be migrated into the new application.	Approx 35000 teachers records such as basic teacher information, professional course details shall be fetched from meghsims and integrate into TTMS. In addition, periodic datasets such as annual TNA data, COT, Pass History data shall be captured through TTMS. Profiles of Approx 1000 Administrators, Course Creators, Master Trainers, DIET Faculty, DIET Students shall also be captured through TTMS. A significant volume of data will also be generated from CPD activities, including CPD content metadata, course completion data, certification records, Pre Service Modules reporting.
15	Section 6 – Schedule of Requirements	Section 6	AI/ML infrastructure not specified	Kindly clarify whether use of external LLMs (such as GPT, Gemini, Claude) is	The bidder shall develop an in-house- specific- AI model that can perform the functional requirements of the TTMS. Using of third-party AI model or external Large Language

				permitted, or only on-premise/local LLMs/SLMs are allowed.	Models (LLMs) or similar technologies, is not recommended, as such models may not adequately address the specific requirements of the TTMS and shall pose potential data security and privacy risks. (Refer Addendum) .
16	Section 7/8 – Contract & Compliance	Section 7/8	Data protection & compliance not specified	Kindly clarify whether any personal data under DPDP Act 2023 will be processed, whether Department has obtained legal compliance opinion, and whether a Data Processing Agreement (DPA) will be part of the contract.	The bidder has to comply with the DPDP Act and any subsequent acts with respect to personal data, whenever it is dealing with any personal Data (Refer Addendum)
17	Section 6 – Schedule of Requirements	Section 6	AI/ML framework preference not defined	Kindly clarify whether there is any preference or mandate for open-source AI/ML frameworks (TensorFlow, PyTorch, etc.) or cloud-native AI services (Azure ML, AWS SageMaker, Vertex AI).	The bidder shall develop an in-house, domain-specific AI model capable of meeting the functional requirements of the TTMS. The bidder is recommended to use any free open-source AI/ML frameworks for the development and deployment of the AI model to meet the goals of the project but shouldn't escalate the cost of the project. (Refer Addendum)

FIRM -3

Page No.	Content of RFP Requiring Clarification	Change Requested/ Clarification required	Corresponding Response
1	The bidder should have successfully completed similar nature of projects and complexity involving Teachers Training Management, Learning, Management System and Accreditation system with Statewide implementation during the last 3 (three) financial years i.e., 2022-2023, 2023-2024, 2024-2025 for any Central Govt. / State Govt./	We have experience of Implementing Statewide Educational Governance projects which includes state wide implementation of Learning Management System . Request you to kindly confirm that the same shall be considered as a valid qualification for this criterion.	Learning Management System (LMS) shall be considered if it provides features such as student assessments, assessment data collection, OMR-scanning, Learning Outcome (LO) mapping, Question Banks, Adaptive Learning and remedial interventions. LMS platforms that support only content delivery is not sufficient for eligibility evaluation. Bidders are required to demonstrate relevant experience in

	Multilateral Funding Agency/ any other Government Agency Establishment/Private Organisation in India		implementing such systems. (Refer Corrigendum)
2	The Bidder should have valid certifications for security and compliance standards	Request to give additional scoring to companies possessing CMMi Level 5 compliance standard.A project of this nature requires service providers capable of high-performance, predictable, and innovative project delivery.	No change.
3	The bidder should have successfully completed at least 1 (one) project of similar nature and complexity involving Teachers Training Management, Learning, Management System and Accreditation system with State wide implementation during the last 3 (three) financial years i.e., 2022-2023, 2023-2024, 2024-2025.	We have experience of Implementing Statewide Educational Governance projects which includes state wide implementation of Learning Management System . Request you to kindly confirm that the same shall be considered as a valid qualification for this criterion.	Learning Management System (LMS) shall be considered if it provides features such as student assessments, assessment data collection, OMR-scanning, Learning Outcome (LO) mapping, Question Banks, Adaptive Learning and remedial interventions. LMS platforms that support only content delivery is not sufficient for eligibility evaluation. Bidders are required to demonstrate relevant experience in implementing such systems. (Refer Corrigendum)
4	Operations & Maintenance (24 months)	Kindly confirm if O&M is for 12 months period or 24 months period post Go-Live since page 115 mentions "Provide maintenance and support over the 1 years after launch"	Application Development and Deployment shall be for 12 months. The O&M period shall be 12 months and not 24 months (Refer Corrigendum for price schedule format)

5	<p>The system will maintain a comprehensive digital record of all in-service and pre-service training completed by each teacher. This historical training data will support career progression, CPD compliance tracking, and personalized professional development planning. Teachers' earlier training efforts should be fully recognized. Bulk uploads of certificates, QR-code verification, and correction request workflows would ensure records remain accurate. A bulk data migration utility with smart certificate validation and self-service correction requests may be introduced for complete and verified records.</p>	<p>Request you to share the various fields required, volume, format of the past data and how it is currently available with the Department. This would help in minimizing assumptions and analyzing the actual effort involved.</p>	<p>TTMS shall capture detailed past training records for each teacher, including: Subject/Theme (e.g., FLN, Mathematics Pedagogy, ICT Integration) Year or date range of training Training provider (e.g., DIET, SCERT/DERT, NCERT, NGOs, etc.) Duration of training (e.g., trainings exceeding one week) Training type (Online / Offline / Blended) These details shall be captured at the time of teacher registration or profile creation within the TTMS.</p>
6	<p>TTMS implementing agency will digitize the course and the contents (videos, texts, quizzes) in consultation with DERT ET cell before publishing.</p>	<p>Digitizing raw source content into videos, texts, quizzes is a labour intensive task. Does the Department already have content in digital format?</p>	<p>Bidder is not required to develop content/modules. TTMS must support Content onboarding and content management including integration of contents from selected sources like DIKSHA</p> <p>Content shall be created and provided by DERT Creators for CPD Main Course and Generic courses</p>
7	<p>Support multilingual tagging to ensure inclusivity for teachers across Meghalaya's regions</p>	<p>Kindly elaborate this requirement?</p>	<p>Generally, all content created by course creators from DERT will be in English. However, in cases where content is developed in local languages, the system shall support effective tagging and indexing to enable easy search and discovery using local languages such as Khasi or Garo.</p>

8	Pre-Service Teacher Education Management Scope of Work	Kindly clarify the scope of this module as it talks about admissions, academic course management, attendance, assessments, internships, practicum activities, and certification, student -teacher portal, student practicum results etc. This looks to be overlapping with ERP systems and related modules. Are students part of this module?	The Pre-Service Teacher Education Management module is limited to DIETs and other Government-approved institutions that provide courses to any students or existing teachers prior to entering the teaching profession and primarily focuses on managing pre-service students, including their academic courses, practicum, assessments, and certification.
9	Work Mode: On site throughout the entire course of the project	<p>There are many profiles like PM/ Data Analyst/ Graphics resources who are required to be on site throughout the entire course of the project. However, this could make the project financially unviable. Not all resources are required throughout the project.</p> <p>Hence, it is requested to-</p> <ul style="list-style-type: none"> • Allow hybrid deployment <p>OR</p> <ul style="list-style-type: none"> • Allow On site presence for key activities/ meetings • Additionally, we recommend that Operation Support Staff can be made an on site profile. 	<p>No Change:</p> <p>Project Manager, Motion Graphic Designer, Video Editor, Data Analyst, and Operations Support Staff, shall be deployed onsite to ensure effective coordination, content development support, and operational management.</p> <p>Preference shall be given to local candiadte to optimize costs and ensure ease of deployment For Motion Graphic Designer, Video Editor, Data Analyst and Support Staff. .</p>

10	MTech/ MCA/MBA with 10+ years of experience in project management, preferably in education or technology projects	Amendment Requested: B.Tech/ BE/ MTech/ MCA/MBA with 10+ years of experience in project management, preferably in education or technology projects	No Change
11	Work Mode: On site throughout the entire course of the project.	These profiles are specialized profiles requiring specific high-end software/ hardware to support the job profile and we suggest that it need not be made mandatory on site unless the Department assures to provide the required licensed software and hardware.	Project Manager, Motion Graphic Designer, Video Editor, Data Analyst, and Operations Support Staff, shall be deployed onsite to ensure effective coordination, content development support, and operational management. DERT has an established setup , and onsite deployment of these resources is required to effectively utilize the available infrastructure. Preference shall be given to local candidate to optimize costs and ensure ease of deployment For Motion Graphic Designer, Video Editor, Data Analyst and Support Staff. .
12	During the initial development and testing phase, the application shall be hosted by the implementing agency/developer in a cloud-based data centre. Upon completion of development and readiness for production deployment, and subject to a detailed assessment of the State Data Centre (SDC) capacity, compatibility, and security requirements, the application may be migrated to the SDC hosting environment.	Please confirm that post go-live the hosting expenses shall be borne by the Department, either through SDC or any other Cloud Service Provider (CSP)? The financial bid format, pg 65 asks bidders to quote for cloud hosting and storage charges. Please provide following for estimating cloud costs– • Expected total number of users • Peak concurrency • Storage required	Application Development and Deployment shall be for 12 months. The O&M period shall be 12 months and not 24 months. The bidder shall be responsible for hosting the application in a cloud environment for the entire project duration of two (2) years (development and Operation period) and shall duly account for all associated costs in the financial proposal. Post this project period, the application may be migrated to the State Data Centre (SDC) or continue on a public cloud platform such as Amazon Web Services, Microsoft Azure, or National Informatics Centre Cloud, as decided by the Department. The migration shall be executed by the implementing agency in coordination with the Department, ensuring data integrity, adherence to security standards, and minimal disruption to services. All costs associated with such migration shall be borne by the bidder.

			<p>In the event of migration to the State Data Centre (SDC) or NIC Cloud after the two-year period, bidder shall conduct a security audit through a CERT-In empanelled agency prior migration.</p> <p>(Refer Corrigendum)</p> <ul style="list-style-type: none"> • Expected total number users: Refer above reply • Peak concurrency: Refer above Reply
13	-	Kindly confirm if Department shall provide with SMS, Email & WhatsApp APIs/ Gateways or the bidder is supposed to factor in the cost?	<p>The Department has already registered an SMS gateway on the DLT platform. The same can be renewed during the project. The bidder shall be responsible for integrating the solution with the existing SMS gateway infrastructure.</p> <p>For WhatsApp and Email integration, the bidder shall be responsible for provisioning the WhatsApp Business API and related services as part of the solution.</p> <p>(Refer Addendum)</p>
14	-	Kindly confirm that the required SMS shall be registered with TRAI by the Department. Also for WhatsApp the Department shall be providing the Business Account & corresponding APIs.	<p>The Department has an existing SMS gateway registered under TRAI on the DLT platform. The same can be renewed during the project period. The bidder shall be responsible for integrating the solution with the existing SMS gateway infrastructure.</p> <p>For WhatsApp and Email integration, the bidder shall be responsible for provisioning the WhatsApp Business API and related services as part of the solution.</p> <p>(Refer Addendum)</p>
15	-	Kindly confirm that the required Mobile app needs to be in Android only or support iOS as well?	Mobile application is required for both Android and iOS

FIRM-4

Sr. No.	Clause No.	Page No.	Content of RFP Requiring Clarification	Change Requested/ Clarification required	Corresponding Response
1.	Bid Security Exemption (MSME)		Bid Security Exemption (MSME)	Kindly clarify whether MSME/NSIC registered bidders are exempted from submission of Bid Security. Alternatively, please confirm if submission of a Bid-Securing Declaration is acceptable.	Bid Security is made mandatory for all bidders. No exemption shall be applicable including MSME firm.
2.	Bid Selection Methodology:		Bid Selection Methodology:	Please confirm whether the selection will be based on L1 (lowest evaluated cost) among technically qualified bidders or any QCBS/weighted evaluation methodology is applicable.	The selection methodology shall be based on QCBS (Quality and Cost-Based Selection) as specified in the RFP.
3.	Estimated Contract Value		Estimated Contract Value	We request you to kindly share the estimated project cost or budget for this tender, if permissible.	Estimated project cost or budget cannot be Disclosed

4.	Onsite Manpower Deployment		Onsite Manpower Deployment	Kindly confirm whether deployment of onsite manpower at Shillong is mandatory. If yes, please specify the expected roles and minimum resource requirement.	<p>Project Manager, Motion Graphic Designer, Video Editor, Data Analyst, and Operations Support Staff, shall be deployed (Shillong) to ensure effective coordination, content development support, and operational management.</p> <p>For Motion Graphic Designer, Video Editor, Data Analyst and Support Staff. Preference shall be given to local candidate to optimize costs and ensure ease of deployment.</p> <p>The remaining manpower (Software Developers and AI/ML Specialist) shall be deployed at the development location/offsite, as appropriate to their roles and project requirements. Minimum required resources stipulated in section 6 of the OCB.</p>
5.	Security & Compliance Requirements:		Security & Compliance Requirements:	Kindly confirm requirements regarding security audit (CERT-In empanelled), STQC compliance, and data localization, if any.	<p>If the application is migrated to the State Data Centre (SDC) or NIC Cloud at a later stage, a security audit by a CERT-In empanelled agency shall be made mandatory.</p> <p>The cost associated shall be borne by the bidder. (Refer Corrigendum)</p>

Sd/-
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