

Sno	Clause No	Clause	Query	Expected Change/Modification	NPTEL Reply
1	Important Conditions of the tender (7)	Delivery Schedule: The tenderer should indicate clearly the time chart for completion of 25%, 50%, 75% and 100% of work, within stipulated time. In case there is any delay in the completion of the work, liquidated damages clause will be enforced or penalty for the delayed supply period will be levied.	The % of liquidated damages applicable in case of a delay is not mentioned in the tender.	Please share the % of LD that will apply & whether on the undelivered value or the entire value?	The tenderer should indicate clearly the time chart for completion of 25%, 50%, 75% and 100% of 4000 hours of translation work, to be submitted within 6 months of time. If the delivery schedule is not met at the conclusion of the first 3 months of issuing PO (Overall delivery time is 6 months) , NPTEL reserves the rights to cancel the order.
2	Technical evaluation will be based on the following criteria Score Model. (5)	Prior experience (translation of scientific content of 2000 hours or greater in the last 3 years)	Is the requirement cumulative in 3 years or 2000 hours in each of the 3 years ?	Clarification on the requirement to be provided.	Cummulative of 2000 hours in last 3 years
3	Technical evaluation will be based on the following criteria Score Model. (5)	Prior experience (translation of scientific content of 2000 hours or greater in the last 3 years)	-	The experience criterion should be relax to "Prior experience (translation content of 2000 hours or greater in last 3 years cumulative)".	No change

4	Technical evaluation will be based on the following criteria Score Model. (5.2)	Marks given by the expert committee for Quality of the translation	What is the metric for evaluating the "quality of translation"?	A clear evaluation criterion and parameters to be provided for evaluating the quality of translation.	Technical team will evaluate the submissions; this will be evaluated subjectively
5	Technical evaluation will be based on the following criteria Score Model. (5.4)	Organizational structure as per Annexures 12 & 13	What are the parameters for awarding of 10 marks on the basis of Annexure 12 & 13?	Please share the parameters and break up of marks for each parameter for awarding of marks.	We are looking for a team in place for major tasks/verticals
6	Annexure 1 & Annexure 2	Annexure 1 says that transcripts of 4000 hours of video lectures in English will be provided which needs to be translated, however, Annexure 2 says that the purchase orders will be released periodically based on the availability of the transcripts.	Please clearly provide the quantum of work that will be awarded to the successful vendor on the day 1 in single shot? Work broken into multiple installments has price implications. Will the entire 4000 hours work shall be awarded on day one together?	-	Initially work will be equally distributed among qualified vendors; subsequent work allocation will be based on <b>successful completion of</b> previous allocation.

7	Annexure 2	<p>Our quality controller (QC) will review the submitted content and provide comments. All the comments have to be resolved. Only on approval of the QC, we will consider the translation process as successfully completed. The QC's word will be taken as final.</p>	<p>The translation domain is subjective, the vendor should have the right to challenge QC's version.</p>	<p>Right to challenge and put the opinion shall be provided to the vendors.</p>	<p>In case a challenge is put forth by vendor, it will be considered; but final decision will be made by NPTEL and will be binding</p>
8	Annexure 2	<p>Delivery Schedule Approximately 4000 hours of video lectures in engineering / science subjects to be processed within 3 months from the date of issue of P.O. , for each language for which the tender is awarded to a given vendor.</p>	<p>Is this 4000 hours of content per language (8) in 3 months? The delivery timeline is very stringent the same needs to be relaxed.</p>	<p>The delivery timeline should be relaxed to minimum 12 months.</p>	<p>Approximately 4000 hours of video lectures in engineering / science subjects to be processed within 6 months from the date of issue of P.O. , for each language for which the tender is awarded to a given vendor.</p>

9	Annexure 3: Translation Guidelines	NPTEL: Upon receiving the translation, QC will be done and comments will be shared.	What is the Turn Around Time for the revert from NPTEL with the QC remarks ?	This has to be timebound & the reply should be shared within 48 hours. The delay due to QC work at NPTEL's end shouldnt be accounted to vendor's timelines.	NPTEL will take as much time as required to complete quality check. This duration will not be counted towards vendor's timelines.
10	Annexure 3: Translation Guidelines; Submit Files and Obtain Feedback	After uploading each lecture, the vendor has to submit the completion status of the lecture via a mutually agreed upon process.	What is this agreed upon process and at what stage will this be agreed upon between vendor & NPTEL.	The timelines and stage needs to be mentioned. The process needs to be explicitly described.	Google form will be given for updating the submission status. Files can be submitted via Google drive upload.
11	Annexure 10	Details regarding works of similar nature executed in the last 3 years	The purchase order copies cannot be shared since the same are under NDA with the client.	Exemption to be provided for sharing the PO copies.	PO will be required as proof of prior work
12	IMPORTANT CONDITIONS OF THE TENDER	EMD	EMD Exemption for MSME & Startups not mentioned in the tender.	MSME exemption for the MSME & Startups to be provided.	EMD will be exempted for MSME
13	General Query	General Query	The technically & commercially qualified L1 bidder should be given the 1st right of rejection.	Only upon agreement by the L1 bidder more bidders should be allowed to match the L1 price and take up the work.	No Change

14	About Translation of Text Transcripts	Audio of Monolingual file in MP3 format	The MP3 file need not be time stamped.	Please confirm the same. This was discussed in the pre-bid meeting.	Minor difference in duration of MP3 geneated vs original video will be accepted
15	About Translation of Text Transcripts	Audio of Monolingual file in MP3 format	MP3 file to be created and submitted after final QC clearance to avoid multiple iterations here.	Please confirm the same. This was discussed in the pre-bid meeting.	Yes, MP3 can be generated after QC signs off the DOC
16	5. Technical evaluation will be based on the following criteria. Score Model.	Organizational structure as per Annexures 12 & 13	What is the criteria or thresholds for cut off for marking.	Proper cut off limits and parameters for award of these marks to be provided.	We are looking for a team in place for major tasks/verticals
17	Liquidated Damages	Liquidated Damages to apply in case of any delay in delivery.	The % of LD is not mentioned in the tender.	The LD % should be defined in the tender clearly.	If delivery schedule is not met in 3 months (whereas the overall delivery time is 6 months) , NPTEL reserves the rights to cancel the order

18	About Translation of Text Transcripts	Audio of Monolingual file in MP3 format	<p>The audio is to be given in mp3 format. Is it to be recorded by a professional VO artist in a studio? Or is it purely for reference purpose during QC. If professional recording needed then will there be a video on which we need to slap this video with visual sync?</p>		MP3 can be room recorded, without any background noise.
19	About Translation of Text Transcripts		<p>4000 hours is to be processed in 3 months. Will this volume of content would be handover over a span of 3 Months? Once we receive the content, in how much time are we supposed to deliver the translated material? Whether in batches on a weekly or a monthly basis?</p>		NPTEL will provide 4000 hours of content for translation right at the start. As soon as you complete translating each lecture, you have to upload the content in provided google drive link for quality check.

20			Will EMD /security deposit be distributed across vendors, if more than one selected?		EMD will remain unchanged.Security deposit will be divided based on number of vendors.
21			How much time for return of EMD		Will be returned once the tender process is completed as per IIT Madras norms
22			Scaling for points on financial details. How?		Availability of financial results for 5 years indicating the company is in good financial position
23	PAGE 11 – Technical evaluation Point.1		50 hours listed in page 17 of tender is for additional check only		The links will be used for assessment, it will not be a metric for technical evaluation.
24	PAGE 11 – Technical evaluation will be based on the following criteria. Score Model (point 2)		Metrics for Marks given by the expert committee for Quality of the translation		Technical team will evaluate the submissions. No specific metric for evaluation will be provided. It will be subjective evaluation)
25	PAGE 16 – Annexure 2 (Description of task Point 6)		How to indicate that all translated contents have to be uploaded to the respective shared Google drive folder.		Google form will be given to vendor to indicate their work completion / upload of files with respect to each lecture.
26			Font for each language? unicode?		Font that will work on NPTEL Systems

27	Annexure 6/Page 30	Index page sample	<p>Should we submit index with the sample with the bid? As there are around 385 words for translation, it will be difficult to create index. Do we need to download lesson from the link <a href="https://nptel.ac.in/courses/117/105/117105101/">https://nptel.ac.in/courses/117/105/117105101/</a> and create index? Index sample attached as per above link with this mail.</p>		No need
28	Annexure 4/Page 20	Sample of translated content	<p>Two samples are translated for all the eight languages. As we have only one sample, do we need to create two copies for each translated language and submit with the bid?</p>		One sample in Annexure 9 (Page 37) has to be translated submit with bid



29	Clause 4, Point no. 7/Page no. 9	<p>Delievery schedule: The tenderer should indicate clearly the time chart for completion of 25%, 50%,75% and 100% of work, within stipulated time. In case there is any delay in the completion of the work, liquidated damages clause will be enforced or penalty for the delayed supply period will be</p>	<p>Could you describe in detail on penalty clause criteria? How does the penalty vary with the delay?</p>		<p>The tenderer should indicate clearly the time chart for completion of 25%, 50%, 75% and 100% of 4000 hours of translation work, to be submitted within 6 months of time. If the delivery schedule is not met at the conclusion of the first 3 months of issuing PO (Overall delivery time is 6 months), NPTEL reserves the rights to cancel the order.</p>
30	Annexure 11/Page 40	<p>Details furnished below are to be supported duly by figures in Balance Sheet, Profit &amp; Loss Account for the last 5 years as certified by the Chartered Accountant and submitted by the bidder to the Income Tax Department.</p>	<p>Financial bid documents are limited to Annexure 11 or any other Annexure information or documents are needed to be included in the financial bid, kindly Clarify?</p>		<p>Financial bid will have only cost for translation of 1 hr content. All other annexures will in Technical bid</p>

31	Annexure 12-13/Page 41-42	Structure of the Organization/Profile of team	These above-mentioned Annexure information and documents need to be filled with financial Bid or technical bid, kindly clarify?		Financial bid will have only cost for translation of 1 hr content All other annexures will in Technical bid
32	Clause 5/Page 11	Technical evaluation will be based on the following criteria	Technical Bid documents are limited to Annexure 1 to 10 of this RFP or any other Annexures included. Kindly Clarify?		Annexures 10,11,12 & 13
33	Annexure 11/Page 40	Up-to-date Income Tax Clearance Certificate	We need a template for this and from whom can we get this certified?		ITR for last 5 years
34	Annexure 11/Page 40	Certificate of Financial soundness from the bankers of the Bidders	We need a template to get certificate from our banker.		Letter from bank stating your a/c is in operational since ... and maintaing avg. balance of .... and is capable of executing project worth ....
35	Annexure 11/Page 40	Financial Arrangements for carrying out the proposed work.	Could you elaborate on document required and who has to certify this?		Self declaration - how you to plan to raise fund to execute and complete the project

36			<p>Under the 2000 hours of work experience requirement/ clause as given in the RFP bid.</p> <p>Will the work experience done in private sector for institutes/channels/corporates etc also be considered or only the Govt ministries/institutions &amp; departments work has to be shown.</p>		<p>Prior work is not restricted to Govt agencies related work alone.</p>
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37		We propose to allow agencies having MSME registration to get exemptions in statutory requirements of EMD/SD as per the Govt of India guidelines to promote entities associated with MSME for exemptions & work allotment specially during current Covid19 stringent situations on financial & operational part, Also in general Govt of India is facilitating MSME registration & exemptions so as		EMD will be exempted for MSME. Bidder has to provide sufficient documents filed with relevant government agencies to support this.
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38		Can agencies having work experience of making high quality multimedia Audio visual content/concept & production work in science & technology/educational & IEC related sector be allowed to participate in the bid as they are competent on making conceptual content/video production/language & dubbing part which is the utmost important part under the scope of work as		We are looking for companies with experience in translation. Marks will be given according to level of experience in translation work as indicated in the Tender document.
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			<p>For submitting a sample for tender do we need to submit a doc version of the samples or pdf?. If doc needs to be submitted, should we send a password protected doc file or should we upload it in drive and give a link. In which case password protection may not be possible.</p>		<p>Vendor to translate this in all languages for which you are bidding in the 4 formats mentioned in Section 2 (Monolingual Doc, Bilingual DOC, Monolingual PDF, Monolingual MP3 - all 4 files to be placed in a password protected zipped folder). MP3 files to be sent along with the Technical bid.</p>
			<p>Should we give mp3 along with the translated file for tender? If so, how to password protect the same.</p>		<p>MP3 has to be submitted. It has to be placed inside the password protected zipped folder</p>