



**Information Security Office
Indian Institute of Science
Bangalore 560012**

Minutes of pre-bid meeting held on 29th April with reference

to

**A comprehensive solution for enhancing cybersecurity awareness amongst the
IT users at Indian Institute of Science, Bangalore**

Tender No: IISc/ISO/2026/LMS

Tender Date: 01/Apr/2026

Minutes Date: 11/May/2026

CISO, ISO

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INDIAN INSTITUTE OF SCIENCE, BANGALORE

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Details of the Minutes

1. This is the minutes of the pre-bid meeting held on 29th April 2026.
2. This minute constitutes the comprehensive response to all queries raised by various bidders during the pre-bid meeting and any sent in via email prior to the pre-bid meeting.

S. No.	RFP Section	RFP Requirement	Query / Clarification Sought	IISc Response
1	Clause 2	The Bidder should belong to either Class-1 or Class-2 suppliers distinguished by their 'local content'...	How should local content percentage be calculated for software / LMS solutions (including open-source platforms)?	<p>Local content' means the amount of value added in India which shall, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.</p> <p>Mathematically, Local content = (Sale price - Value of imported content) * 100/ Sale price Where, "Sale price" means price excluding net domestic indirect taxes and "Value of imported content" means price of imported content inclusive of all customs duties</p>
2	Clause 2	They should mention clearly which class they belong to in the cover letter.	Is any supporting document or certification required to validate Class-1 / Class-2 declaration?	<p>1. The 'Class-I local supplier'/ 'Class-II local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self-certification that the item offered meets the local content requirement for 'Class-I local supplier'/ 'Class-II local supplier', as the case may be. They shall also give details of the localities at which the local value addition is made.</p> <p>b. In cases of procurement for a value in excess of Rs. 10 crores, the 'Class-I local supplier'/ 'Class-II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.</p>

3	Clause 3	Bidders offering imported products will fall under the category of non-local suppliers...	For open-source LMS solutions, how will IISc determine whether the offering is local or non-local?	<p>Local Content will be decided for the whole supply of items in each tender not individual components.</p> <p>In case of bids requiring supply of multiple items (say “X1”, “X2” and “X3”) by a single bidder, the local content in the bid shall be</p> $\text{Local content} = \frac{((\text{Sale price of "X1"} - \text{Value of imported content in "X1"}) + (\text{Sale price of "X2"} - \text{Value of imported content in "X2"}) + (\text{Sale price of "X3"} - \text{Value of imported content in "X3"})) * 100}{(\text{Sale price of "X1"} + \text{Sale price of "X2"} + \text{Sale price of "X3"})}$
4	Clause 5	Quote should come only from Indian Original Equipment Manufacturer (OEM) or their Indian authorized distributor.	Are system integrators / service providers allowed to bid in case of open-source LMS where OEM authorization may not be applicable?	Yes, but the bidder shall satisfy the Local content criteria for the tender as whole
5	Clause 7	MSME can seek exemption to some qualification criteria. IISc follows GFR2017	Kindly specify which eligibility criteria are exempted for MSME bidders under this tender	<ol style="list-style-type: none"> 1. Only Micro Small Enterprises (but not Medium) participating in the tender must submit the Udyam Registration Certificate. Policy is meant for procurements of only goods produced and services rendered by MSEs. However, traders / distributors / sole agent / Works contract are excluded from the purview of Public Procurement Policy for MSEs Order, 2012. 2. The benefits of the Policy in respect of a particular item shall be given only to those MSEs which are registered for that item group (NIC Code) under Udyam Registration. 3. The MSEs who do not have the Udyam Registration Certificate as on original close date of the tender, are not eligible for exemption / preference. 4. The MSEs having valid Udyam Registration Certificate are exempted from payment of Earnest Money Deposit (EMD). 5. Only Exemptions under EMD, turnover etc for MSE/Start UP will be considered but technical qualifications can not be relaxed for any enterprise.

6	Clause 9	The Bidder must not be blacklisted/banned/suspended	Does this requirement apply only to the bidding entity, or also to parent / subsidiary / group companies? We request you to kindly limit the eligibility criteria regarding blacklisting to bidders not blacklisted as on the date of submission	Any "Agency or Agencies" that is blacklisted by IISc shall not be allowed to participate in the bidding of any tenders/enquiries/Expression of Interest (EOI) etc. floated by the IISc'for any project/work/contract etc. during the period of blackiisting unless it is delisted by IISc. A joint venture or consortium which is blacklisted by'IISc'or which has blacklisted members and,/or partner/s as well as a personentrty who is a member of a blacklisted entity/ Joint Venture or consortium are, likewise, not allowed to participate in any tenders/enquiries/Eol etc. for projects floated by the 'IISc' during the period of blacklisting.
7	Section 4 – Content	Cybersecurity awareness topics	Is IISc expecting pre-built content or should the bidder develop/customize all training content?	By the time of deployment the content should be ready and available . The system should also support configuring IISc's own content based on Institute's requirement and policy clauses.
8	Section D - Evaluation Criteria	3. Technical bids will be evaluated based on the following criteria: i) Compliance with Solution Specifications ii) Customer references provided iii) Product demonstration	Kindly provide clear guidance on the methodology used to evaluate agencies across the three defined parameters, including a detailed breakdown of the scoring criteria and weight allocation for each parameter	There is no specific weightage .A Technical Evaluation committee will evaluate product based on subset of topics. Technical Evaluation pass/fail will be announced, no detailed scoring will be available. Committee's decision will be final and binding.

9	Section 4 – Solution specifications	Creative assets such as infographics, posters, wallpapers and newsletters	1)What is the expected number of assets to be developed under this engagement against each of the topics?2) Are assets required to be created for all listed topics, or only for select/prioritized topics?3)What is the expected publishing frequency for these assets (e.g., daily, weekly, monthly)?4) On which platforms or channels will these assets be published (e.g., internal portals, LMS, intranet, social media, external websites, or as physical copies)	<ol style="list-style-type: none"> 1. Monthly Assets for periodic campaign. 2.All listed topics listed along with evolving Cyber Threats Scenario. 3.Monthly Assests. 4.Internal portals, LMS and other channels as would be necessary for effective outreach.
10	Section 4 – Content	Content types and modules	If content creation is in scope, kindly do specify expected volume (number of modules), duration/ course (minutes per module), and format (video, interactive, etc.).Is video-based learning mandatory for all topics, or can some topics be delivered via microlearning, infographics, or interactive text?	We expect the training content to be of approximately 1 hour.We would let the bidder decide on the optimal means of delivering the content.This will be part of technical evaluation.
11	Section 4 – Content Refresh	Annual refresh of content	Should content updates be included under AMC or treated as a separate engagement?	Periodic and regular Content updates should be part of the contract.
12	Section 4 – Campaigns	Configurable campaigns	Kindly define campaigns (e.g., training assignments, phishing simulations, awareness drives)	Campaigns can be of various types for ex phishing simulation, email campaign,poster placed across the campus etc.The campaigns should be configurable to be targeted to a Subset of users. We currently use M365 phishing simulation solution. However, if the LMS platform of the bidder also has this feature, we can consider conducting phishing simulation using the LMS solution.
13	Section 4 – Reporting	Compliance dashboards	Please specify required KPIs, reports, and dashboard expectations	KPIs should be configurable at group level . Example of user specific KPIs: topic wise score ,aggregate score ..etc Example of Admin KPIs: pass percentage ..etc, Admin KPIs must include maximum and average number of concurrent users

14	Section 4 – Hosting	Hosted in India	Any preferred or mandated cloud providers (e.g., MeitY empanelled, NIC, etc.)?	No
15	Section 4 – Integration	Entra ID, M365, other integrations	Please confirm integration scope and whether IISc will provide APIs, access credentials, and technical support	Integrations can be through Microsoft Graph API.
16	Section 4 – Scalability	150% scaling	What is the expected concurrent user load out of 10,000 users?	Peak will be 2000 users. 250 number of concurrent users
17	Section 3 – Delivery	60-day go-live timeline	Does the timeline include content development, integrations, testing, and user onboarding?	Yes
18	Section 4 – Data (Not defined)	No mention of data migration	Is data migration required from any existing LMS/system? If yes, please provide data type, volume, and format	No
19	Section 6 – Commercial Bid	Cost as per solution specifications	Should the proposal include a single consolidated cost covering all specifications, or should costing be provided for each individual feature/component?	A consolidated commercial in the template provided would be needed to enable comparison of the bids. However, bidders can provide itemized breakdown as well. The payment will be split into five equal annual installments, with the first installment paid after the go-live of the solution and subsequent installments done annually from that date.
20	Section 4 – Support	10x5 helpdesk support	Please clarify support structure expected (L1, L2, L3 responsibilities)	All L1, L2 and L3
21	Section 4 – Support	Support delivery	Will remote support be sufficient, or is on-site support required at IISc?	Remote support will be sufficient.
22	Section 4 – Support	Support channels	What support channels are expected (email, portal, phone, dedicated SPOC)?	Email, portal, phone .
23	Section 4 – Maintenance	5-year AMC	Should AMC include only maintenance or also enhancements, integrations, and content updates?	Contractual scope should include enhancements, integrations and content updates

24	Section 6 – Commercial	Pricing model	Please clarify expected subscription model: SaaS (annual subscription), one-time license, or hybrid	Annual subscription
25	Section 6 – Commercial	Licensing	Should pricing be based on per user or fixed (10,000 users)?	Provide fixed cost for 10,000 users with per user cost for any additional usage. This per user cost should be less than the per user cost for the initial set of 10,000 users.
26	Section 3 – Payment	Payment after go-live	Is milestone-based payment allowed (e.g., after UAT or partial delivery)?	Payment will be annually with first payment after go-live.
27	Section 4 – Licensed for	Ten thousand Learners	Is the 10,000 user count fixed or expected to grow during the contract period? If yes, how will additional users be handled commercially?	Provide fixed cost for 10,000 users with per user cost for any additional usage. This per user cost should be less than the per user cost for the initial set of 10,000 users.
28	Section 4 – Integration	Integration with other Institute systems as would be necessary	Please specify the list of systems and scope of integration expected	Not in scope. Please refer to serial number (15) this for futuristic use.
29	Section 4 – Audit	Audit-friendly logs and records	What is the expected log retention period and audit compliance requirement?	Log retention can be 15 months.
30	Section 3 – Evaluation	Product demonstration	Kindly share evaluation criteria, use cases, or scoring methodology for demo?	A technical evaluation committee will evaluate product based on subset of topics. Technical evaluation pass/fail will be announced, no detailed scoring will be available. Committee's decision will be final and binding .
31	Section 3 – Evaluation	Customer references provided	Is there any minimum number for references?	2
32	Section 4 – Training	8 hours of training for administrators	Should training include end-users (learners/coordinators) as well, or only administrators?	Not to include end-users.
33	General	Subcontracting	Is Sub-Contracting allowed in this engagement	Sub-contracting is allowed after consent from IISc.

34	General	Request fo Tender Submission Extension	Request to Extend the Tender submission date by another 15 days for us to get the Internal Approvals completed	Last date for queries will be Monday 20th April. We will schedule pre-bid meeting for Wednesday 22nd April .
35	Core LMS Capabilities	Self-paced learning: Support for multimedia content (video, audio, PDF, SCORM, quizzes	Please clarify if you want off-the-shelf content (pre-built) SCORM courses to be uploaded on the LMS.	We need off-the-shelf content as well as customized content
36	Core LMS Capabilities	Self-paced learning: Support for multimedia content (video, audio, PDF, SCORM, quizzes	HTML5 content to be built directly on the LMS platform specifically for IISc, incl content based on Institute's IS Policy clauses?	We need off-the-shelf content as well as customized content
37	Solution Specifications	Content types	What is the duration / volume of training content required? And what is the typical learning hours (time taken by learner to complete the course)?	We expect the training content to be of approximately 1 hour
38	Solution Specifications	Content types: Video-based training modules	As this is for awareness content, please clarify the type of videos expected: talking head, infographic animations, procedural screengrabs, or avatar / person speaking. As 'At least annual refresh of content to address emerging cyber risks' is a requirement, we need to judiciously design the training modules.	We would let the bidder decide on the optimal means of delivering the content.This will be part of Technical Evaluation.
39	Solution Specifications	Content types: Gamified training modules:	Please clarify the expected features and functionalities of gamified modules such that we can ensure compliance.	We would let the bidder decide on the optimal means of delivering the content.This will be part of Technical Evaluation.
40	Administration features	Configurable campaigns for specific set of users / groups	Please clarify the expected functionality with use case.	Campaigns can be of various types for ex phishing simulation, email campaign,poster placed across the campus etc.The campaigns should be configurable to be targeted to a Subset of users. We currently use M365 phishing simulation solution. However, if the LMS platform of the bidder also has this feature, we can consider conducting phishing simulation using the LMS solution.

41	Core LMS Capabilities	Core LMS Capabilities	If we build a mobile app then do we still need to create web app mobile friendly for admin, coordinator and Auditor?	yes the web app should be easily accessible from mobile device as well
42	Core LMS Capabilities	Core LMS Capabilities	For SCORM, what are the mandatory files and structure required to make a valid package for a custom LMS and what elements are required inside imsmanifest.xml for SCORM?	As would be necessary for hosting the contents
43	Core LMS Capabilities	Core LMS Capabilities	Which cmi.* fields are mandatory to mark a lesson as completed and how does SCORM store time spent and score in the LMS?	As per industry standards.
44	Core LMS Capabilities	Core LMS Capabilities	How do I restrict navigation until a learner passes a quiz?	To be decided by the bidder
45	Topics to be covered	Topics to be covered	Who will add the content for all these topics: IISc or the company?	By the time of deployment the content should be ready and available . The system should also support configuring IISc's own content based on Institute's requirement and policy clauses.
46	Assessment and certification	Assessment and certification	Re-training and re-certification workflows? What does this topic cover	This will include the periodic refresher trainings for users.
47	Assessment and certification	Assessment and certification	Will the configuration of automated reminders be through SMS or Email? And who will pay for SMS and Email? (Company or Institute)	Notification will be via Email. The bidders solution needs to integrate with the Institute's M365 instance.
48	Administration features	Administration features	Search and view content library across various categories. What does this mean exactly?	Able to search library contents based on data and metadata
49	Administration features	Administration features	Who will run the campaigns?	While specified IISc Staff would need access to run campaigns, by default we would want the campaigns to be run by the vendor as guided by IISc.
50	Content types	Gamified training modules	what exactly does IISc want here?	The quality of Gamified training modules will be criteria during Technical Evaluation.

51	Content types	At least annual content refresh to address emerging cyber risks?	What exactly does this topic cover?	We would need periodic update of the training topics in line with evolving cyber threats scenario.
52	Report Analytics	Compliance dashboards	What should be on this dashboard	As per industry standards.
53	Report Analytics	License usage tracking and License expiry notification?	What type of licence is required here?	All types of licenses such as user licenses, administrator license.etc
54	Technology specifications	Technology specifications	We will develop LMS Web application in dotnet core and database will be sql server 2019. for mobile app of the learner we will use React native and api will be in Node.JS: Kindly confirm whether the technology stack for application development is fixed or flexible for bidders	The technology stack can be decided by the bidder . However we would need the bidder to submit the details of technology stack . In case the bidder does not have SOC-2 Type 2 certification the bidder should submit self certification of security testing and remediation of all security vulnerabilities.
55	Technology specifications	Technology specifications	Standard APIs for integration with other Institute systems as necessary: what are the required APIs here?	Integrations can be through Microsoft Graph API.
56	Technology specifications	Technology specifications	Support for 250 concurrent users : what does this mean?	The excepted average concurrent users is 250 with potential for peak concurrent usage of 2000
57	Technology specifications	Technology specifications	Ability to scale to 150% of the current user base : what does this mean?	Maximum number of users can go upto 150% of the current estimate of 10,000 users
58	Technology specifications	Technology specifications	Will the mobile app be only for learners?	Yes
59	Technology specifications	Technology specifications	For Azure Active Directory and Entra ID, who will provide and pay for the Azure admin account to configure in the LMS?	Admin Accounts will be provided by IISc

60	Technology specifications	Technology specifications	Do we need to use a CDN? If yes, then who will pay for this?	This is the prerogative of the bidder
61	General question	General question	Is this LMS publicly accessible or only for IISc learners?	Should be accessible only to IISc learners over internet
62	General question	General question	What will be signup process for the learners?	All users will be from the institute's Entra ID.
63	General question	General question	Kindly clarify whether technical support during the contract period is expected to be onsite, offsite, or a hybrid model.	Remote support will be sufficient.
64	General question	General question	Please specify the total contract duration in years, including development, AMC, hosting, security audits, and third-party licenses such as backup, SSL, and server licenses.	The contract will be for duration of 5 years from the date of go-live.
65	General question	General question	Please confirm whether application security audits (CERT-In and GIGW 3.0 compliance with STQC empanelled agencies) fall under the bidder's scope or if the bidder will manage them. Also, indicate the duration (in years) for which these services are required.	Security audits of the bidders solution needs to be conducted by the bidder.
66	General question	General question	The tender mentions a project completion timeline of one month; however, considering the scope, an estimated duration of approximately three months is required for proper implementation. Kindly clarify whether an extension will be permitted by the department.	We would prefer go-live within one month.

67	General question	General question	Costs related to hosting, SSL, and other third-party services cannot be fixed in advance because their pricing is subject to annual revisions. While current year costs can be provided, these costs may vary in subsequent years.	We would need a confirmed annual cost for the duration of 5 years. However IISc reserves the right not to renew the annual subscription and terminate the contract, with notice of 2 months, in case of unsatisfactory quality of service.
68	General question	General question	Are there any existing LMS or training systems currently in use that need migration?	No
69	General question	General question	Should the LMS support multi-language content in future, or is English sufficient?	English is sufficient.
70	General question	General question	Is there a requirement for instructor-led training (ILT) or only self-paced learning?	Online self paced learning will be sufficient.
71	General question	General question	Does IISc expect the vendor to provide complete ready-made content, or will IISc upload course content?	By the time of deployment the content should be ready and available . The system should also support configuring IISc's own content based on Institute's requirement and policy clauses.
72	General question	General question	Are there any preferred content standards (SCORM 1.2 / SCORM 2004 / xAPI)?	As mentioned in the RFP.
73	General question	General question	Will users be strictly internal, or should the system support external users/vendors?	All users will be from the institute's Entra ID.
74	General question	General question	Will IISc provide SMTP credentials for M365 integration, or should vendor manage email services?	IISc will provide the credentials
75	General question	General question	Is a native mobile app mandatory, or is a responsive web app sufficient?	The user experience on mobile will be assessed during the Technical evaluation.
76	General question	General question	Are there any requirements for offline learning support on mobile devices?	No
77	Core LMS Capabilities	Mobile-friendly interface or dedicated mobile application	Is mobile app explicitly mandatory in evaluation criteria?	Yes

78	Core LMS Capabilities	Role-based access control (Administrator, Coordinator, Learner, Auditor)	Please specify the access control of Coordinator and Auditor	The Coordinator is expected to play the role of coordinating with the various departments and the stakeholders within the departments, and hence would need to be able to generate reports for the specific departments of ownership. The Auditor is a governance and assurance function and would need read-only visibility into training, compliance, system configuration and access controls.
79	Topics to be covered	Phishing and social engineering	<p>> Can you please specify the duration of the content to be delivered via the LMS?</p> <p>> Does the content needs to be customised as per the institute's requirement?</p> <p>> We assume that the content is limited to the topics mentioned in the RFP. Any expansion in the content deliverables can be considered as a part of Change Request or the Future Scope. Please clarify.</p> <p>> If the topic of content is to be expanded, what should be the frequency of the content updates (monthly/quarterly/annually)?</p> <p>> Sould the content provided be downloadable/ accessible offline?</p> <p>> We assume that the current scope doesn't include any instructor-led sessions. Please clarify.</p>	<p>We expect the training content to be of approximately 1 hour.</p> <p>While significant customisation is not expected, some customisation will be needed, especially related to Institute's policy objectives and any threats that are relevant for the Institute and not covered in the off the shelf content.</p> <p>As noted in the RFP, the content needs to be regularly refreshed for the evolving threat scenario.</p> <p>Ability to download and access content offline will be a nice to have feature.</p> <p>No instructor-led sessions are anticipated.</p>
80	Topics to be covered	Password hygiene		
81	Topics to be covered	Importance of MFA		
82	Topics to be covered	Email and internet usage safety		
83	Topics to be covered	Data protection and privacy		
84	Topics to be covered	Safe use of removable media and mobile devices		
85	Topics to be covered	Ransomware and malware awareness		
86	Topics to be covered	Insider threats		

87	Topics to be covered	Institute's IS Policy clauses	We assume that the Institute's IS Policy clauses will be completely provided from the clients' end and no customization is to be done by the vendor. If there are customization requirements, Please provide the details.	As explained above
88	Content types	Suitable for Indian regulatory and threat context	Please specify.	Self explanatory
89	Content types	At least annual refresh of content to address emerging cyber risks	Should the content be customized from scratch as per the institutes requirement? Please specify.	Not necessary.
90	Content types	Gamified training modules	Can you please specify the depth of the Gamified training modules? (leaderboards, badges, simulations). Please specify any additional requirements.	This will be part of Technical Evaluation.
91	Assessment and certification	Online assessments and quizzes	We provide pre-existing quizzes for the specified topics. Please specify the following: > Will the institute also provide any assessment/quizzes for the trainings conducted?	Assessment / quizzes are to be provided by the vendor. The assessment is preferable to be MCQ type with negative marking. Question bank size and complexity will be the prerogative of the solution provider and will be a criterion during technical evaluation. There is no requirement to impose a limit on number of attempts or cool-off period.
92	Assessment and certification	Configurable pass/fail criteria	> Please specify the assessment/quiz types e.g. MCQ/descriptive. Is there any need for negative marking?	Certificates need to incorporate IISc logo in it.
93	Assessment and certification	Question randomization	> Question bank size and complexity. Please specify.	
94	Assessment and certification	Timed assessments with auto-submission	> No. of re-attempts required/any cool-off period required. Please specify. > Please specify the Certificate branding requirements.	

95	Assessment and certification	Automatic issuance of completion certificates		
96	Assessment and certification	Configuration of deadlines for users and groups		
97	Assessment and certification	Configurable automated reminders		
98	Assessment and certification	Re-training and re-certification workflows		
99	Administration features	Onboard users through a csv file	Please specify the frequency of user onboarding.	Frequency should not be material.
100	Administration features	Configure user fields as per Institute's requirements	Please specify the user fields. We have pre-existing user fields on our portal.	This will be provided as part of the implementation.
101	Administration features	Configurable campaigns for specific set of users / groups	Could you please specify the campaign complexity? We assume that the campaigns are specific to the user learning via content and assessment and do not require any phishing simulation or social engineering activities to be conducted. Please clarify.	We currently use M365 phishing simulation solution. However, if the LMS platform of the bidder also has this feature, we can consider conducting phishing simulation using the LMS solution.
102	Administration features	Upload custom content	Please specify if the content will be furnished and uploaded from the client end or do we need to develop the custom content as per the client requirement?	While significant customisation is not expected, some customisation may be needed, especially related to Institute's policy objectives and any threats that is relevant for the Institute and not covered in the off the shelf content.

103	Reporting and Analytics	Track and report based on campaigns	Please specify the campaign complexity as stated above.	Campaigns could involve a combination of assessment, quizzes, posters, gamification, etc.
104	Reporting and Analytics	Compliance dashboards	Please clarify.	This will include reports providing overall training status, segmented views, on-time training completions, list of non-compliant users, etc.
105	Reporting and Analytics	Audit-friendly logs and records	<p>> Are there any specific requirements for audit log fields and attributes? If yes, kindly specify the expected log parameters, including but not limited to user identification, timestamp (with time zone), IP address, device/browser details, activity/event type, and any before/after change tracking for administrative actions.</p> <p>> Please specify your expectations for the log retention period.</p>	<p>Logs would need to include all details necessary for conducting audits, security monitoring and incident response.</p> <p>Log retention can be 15 months.</p>
106	Technology specifications	Hosted solution in vendor's Data Centre or cloud	Can this requirement be fulfilled using public cloud infrastructure hosted in India regions (eg, AWS/Azure), or is a dedicated/private hosting model expected?	Public cloud in India region will also suffice.
107	Technology specifications	Ability to scale to 150% of the current user base	Kindly clarify whether the requirement 'Ability to scale to 150% of the current user base' refers to total licensed users (e.g., 10,000 users) or concurrent user capacity (e.g., 250 concurrent users), or both.	This specifically refers to the total user base.
108	Implementation and testing	8 hours of training for administrators	Clarification is required regarding the reference to 8 hours, including its scope, applicability, and expected coverage.	This training is for administrators, and hence should cover the administrator modules, role and responsibilities of the platform.

109	Implementation and testing	Testing support	Clarification is required regarding the scope and definition of "testing support," including its coverage, responsibilities, and expected deliverables.	Provide necessary support to the Institute's team when conducting the testing of the bidder's solution.
110	Support and maintenance	Annual maintenance for a duration of five years	Clarification is required on the deployment model (e.g., on-premise or license-based), as this will determine whether newly developed features will be included or need to be implemented separately.	Cloud deployment will suffice as explained earlier.
111	Support and maintenance	10x5 helpdesk support	Clarification is required regarding the 10x5 support requirement, as we generally provide 24x7 support. Please confirm the expected support coverage, hours, and any specific service level requirements.	Support coverage beyond 10x5 is not undesirable.
112	Integration	Entra ID	For Entra ID integration, is the requirement limited to user provisioning, or does it include SSO and automated user lifecycle management (joiner/mover/leaver)?	This should include user provisioning, deprovisioning and SSO. Joiner-Mover-Leave will be managed through Entra ID.
113	Integration	M365	For M365 integration, is the expectation limited to email communication and awareness workflows, or does it extend to advanced use cases such as simulation delivery within the environment?	M365 integration will be required for email communications.
114	Risk Scoring & Analytics	Risk Scoring & Analytics	Is there an expectation for user-level or department-level risk scoring, or will standard reporting dashboards suffice?	Ability to slice and dice reports across various dimensions will be needed.

115	Implementation Timeline	Implementation Timeline	For the 30-day configuration and 60-day go-live timeline, are there dependencies expected from IISc (e.g., integrations, user data readiness)?	Dependencies on IISc can be provided in advance.
116	Security Certifications	Security Certifications	Should SOC 2 Type 2 and ISO 27001:2022 certifications apply to the platform and hosting environment, or extend to the entire service delivery operations?	These certifications should be valid for all in-scope services and platforms.
117	Section 2 - Eligibility Criteria	5.Quote should come only from Indian Original Equipment Manufacturer (OEM) or their Indian authorized distributor	Kindly include System Integrator by amending the clause as "Quote should come only from Indian Original Equipment Manufacturer (OEM) or their Indian authorized distributor/partner/system integrator"	System Integrators who have back to back contract with an OEM are eligible to submit the bid.
118	Information Security requirements	SOC 2 Type 2	To facilitate our participation while ensuring the Institute's data remains secure, we would like propose the following options: 1. <input checked="" type="checkbox"/> Accept ISO/IEC 27001 as the primary security credential for the technical qualification, OR 2. <input type="checkbox"/> Change the SOC 2 Type 2 requirement to "Optional" or "Preferred." This would allow us to compete based on our existing certifications	SOC 2 Type 2 certification is not mandatory.
119	Section 4 / Page 9	Functional	Is there any preferred content provider for cybersecurity awareness modules, or should the vendor provide complete content?	Content is to be provided by the bidder.
120	Section 4 / Page 9	Functional	Can IISc share sample content or course structure for alignment with expectations?	The quality of content will be evaluated during technical evaluation.
121	Section 4 / Page 10	Functional	Are gamified modules mandatory or optional?	The quality of Gamified training modules will be criteria during Technical Evaluation.

122	Section 4 / Page 12		Can IISc provide details of Active Directory / Azure Entra ID setup for integration?	Integrations can be through Microsoft Graph API.
123	Section 4 / Page 12	Technical	What are the expected data retention and archival policies?	User data such as training records, certificates, assessment history, etc needs to be retained for a duration of at least three years. System logs needs to be retained for a duration of 1 year.
124	Section 4 / Page 13	Security	Will IISc require periodic third-party security audits or certifications beyond ISO 27001 and SOC 2?	No
125	Section 4 / Page 13	Security	Are there specific password policies or MFA configurations mandated by IISc?	Not applicable, since the solution will have SSO integration with the Institute's Entra ID.
126	Section 3 / Page 7	Implementation	Does the 30–60 day timeline include content onboarding and UAT, or only platform setup?	As explained in the RFP.
127	Section 3 / Page 7	Implementation	Will IISc provide dedicated resources for UAT and sign-offs?	Will be provided as would be needed.
128	Section 4 / Page 13	Data & Users	In what format will user data be shared for onboarding (CSV, API, directory sync)?	To be decided mutually at the time of implementation.
129	Section 4 / Page 11	Reporting	Are there predefined report templates or compliance formats to be followed?	No
130	Section 4 / Page 13	Support	What ticketing system or communication channels should be used for SLA tracking?	We currently do not have a ticketing system that can be used for this.
131	Section 6 / Page 20	Commercial	Should pricing include infrastructure costs or only LMS licensing and implementation?	Pricing should include all costs included in the scope.
132	Section 6 / Page 20	Commercial	Are there any penalties associated with SLA breaches?	There are no penalties planned for SLA breaches.
133	Section 2 / Page 4	Compliance	Are there any additional local compliance or data localization requirements beyond hosting in India?	The bidder would be expected to be compliant to all applicable laws and regulations.

134	Section 4 / Page 13	Training	What is the expected mode of training (online, on-site, hybrid)?	Online training should suffice.
135	Section 4 / Page 13	Maintenance	Are upgrades and feature enhancements expected during the AMC period?	Any enhancements beyond the scope of the RFP can be through a Change Request process.
136	Section 3 / Page 6	Governance	What is the escalation matrix for issue resolution and decision-making?	This will be finalised during implementation.
137	Section 4 / Page 12	Technical	Are you looking for Saas subscription based solution	As explained in the RFP.
138	Topics to be covered	Topics to be covered	What is the desired outcomes from the training?	Ongoing awareness of the evolving cyber threat landscape.
139	Commercial Bid	Commercial Bid	Do we need to provide 1 price for Cost as per solution specifications or can add separate rows for LMS, Content, Implementation etc?	A consolidated commercial in the template provided would be needed to enable comparison of the bids. However, bidders can provide itemized breakdown as well. The payment will be split into five equal annual installments, with the first installment paid after the go-live of the solution and subsequent installments done annually from that date.
140	Commercial Bid	Commercial Bid	In Any additional items table, can we add pricing for optional components?	A consolidated commercial in the template provided would be needed to enable comparison of the bids. The payment will be split into five equal annual installments, with the first installment paid after the go-live of the solution and subsequent installments done annually from that date. However, bidders can provide itemized breakdown and costs for any features outside of the mentioned requirements in the additional items table format.
141	Commercial / Licensing	Section 4 – Licensed Users	Will the user count of 10,000 Learners, 4 Admins, 40 Coordinators, and 4 Auditors remain fixed for the entire contract period, or can IISc revise user counts upward or downward at each annual renewal?	Commercials need to be provided for this usage. Any changes will be handled through a CR process.

142	Eligibility / Compliance	Section 4 – Information Security Requirements	The RFP requires ISO/IEC 27001:2022 certification. Will IISc accept a certificate currently in transition from the 2013 revision to the 2022 revision — that is, a valid 2013 certificate with a documented transition plan — or is only a current 27001:2022 certificate acceptable?	ISO/IEC 27001:2022 certification is desirable.
143	Learner Profile & User Management	Section 4 – Licensed Users	The RFP specifies 10,000 Learners but does not identify who these learners are. Please clarify — are the learners students, faculty, administrative staff, research scholars, or a combination? This is essential for content design, role mapping, and access configuration.	Learners will be a combination of all of these.
144	Learner Profile & User Management	Section 4 – Administration Features / Technology Specifications	How will the 10,000 learners be onboarded into the system? Will users be provisioned via CSV bulk upload, Active Directory or Entra ID sync, or self-registration? Will user metadata such as department, designation, and employee or student ID be available from the source system?	This will be confirmed during implementation. Provision to onboard users through the various means mentioned in the RFP will be assessed.
145	Learner Profile & User Management	Section 4 – Licensed Users / Section 3E – Purchase Order	Will the 10,000 learner licenses represent the same fixed set of users for the entire 5-year contract, or will users change over time as students graduate or staff leave and are replaced? If users change, what is the mechanism — will vacated licenses be reassigned to new users?	Users will change, and licenses would be reassigned.

146	Learner Profile & User Management	Section 4 – Administration Features	If a learner who previously had access returns to IISc — for example a student rejoining a new programme — can their original LMS account and learning history be reactivated, or will a new account consuming a fresh license slot be required?	If the learner retains the same IISc email id, the user in the LMS also should be the same.
147	Training Design & Delivery	Section 4 – Topics to be Covered / Assessment and Certification	What is the expected frequency of these training — a single annual exercise, quarterly campaigns, or a continuous always-available learning model? Will different user groups such as IT staff and general staff have different training frequencies?	Annual certification assessment, with more frequent (monthly, quarterly) campaigns on various awareness topics.
148	Training Design & Delivery	Section 4 – Administration Features / Technology Specifications	Will all 10,000 learners be trained simultaneously in a single campaign launch, or in cohorts? If in cohorts, what is the expected cohort size and rollout schedule? This is critical for concurrent user capacity planning and campaign configuration.	The trainings will be rolled out in multiple iterations for different sets of users.
149	Vendor Expense Protection	Section 3G – Payment Terms / Section 3B – Cancellation of Tender	The RFP does not permit advance payment under GFR rules. If the project is delayed or derailed at IISc's end after the vendor has commenced implementation activities, what mechanism exists to compensate the vendor for costs already incurred — such as manpower deployed, infrastructure provisioned, and content configuration completed?	The contract agreement between IISc and selected bidder will resolve the issues. This comes into place only after the Finalisation of L1 and before the commencement of the project, where all terms and conditions can be incorporated.

150	Vendor Expense Protection	Section 3G – Payment Terms / Section 3B – Cancellation of Tender	In the event IISc terminates or indefinitely suspends the project after the Purchase Order is issued but before go-live, will IISc provide a termination-for-convenience payment covering the vendor's reasonable and documented costs incurred up to the date of suspension?	The contract agreement between IISc and selected bidder will resolve the issues. this comes into place only after the Finalisation of L1 and before the commencement of the project, where all terms and conditions can be incorporated.
151	Vendor Expense Protection	Section 3F – Delivery, Installation and Training	If IISc is unable to provide the required access, data, or approvals — such as AD credentials, IS Policy document, or test user accounts — within agreed timelines, will the go-live clock be paused and the delivery timeline extended proportionally with no penalty to the vendor?	Yes
152	Commercial Bid Structure	Section 6 – Commercial Bid	Should the commercial bid reflect year-wise pricing for all 5 years separately (Year 1 through Year 5), or is a single aggregate cost for the full 5-year contract period acceptable to IISc?	A consolidated commercial in the template provided would be needed to enable comparison of the bids. However, bidders can provide itemized breakdown as well. The payment will be split into five equal annual installments, with the first installment paid after the go-live of the solution and subsequent installments done annually from that date.
153	Implementation Scope & Phasing	Section 3F – Delivery, Installation and Training	The RFP requires the system to be configured and available for testing within 30 days of PO. We understand that basic and vanilla implementation, configuration, testing and setup will be done within 30 days. Active Directory and Entra ID integration, M365 SMTP setup, and full content library loading can be part of phase 2 activity post go-live as this requires further technical discussion.	All deployment related activities would need to be completed in the time mentioned.

154	Process & Timeline	Section 3D – Evaluation of Offer	After technical bid evaluation, will shortlisted bidders be informed of the product demonstration schedule with sufficient advance notice — at least 5 working days — to prepare a structured demo aligned to IISc's stated evaluation criteria?	Yes
155	Pre-bid meeting question	Pre-bid meeting question	Type of content (video, html, infographics) is it quantified. Can the refresh be annual?	The content needs to be refreshed in line with the changing cyber threat landscape, and no later than annually.
156	Pre-bid meeting question	Pre-bid meeting question	Type of content (video, html, infographics) is it left to the bidder to decide	Yes
157	Pre-bid meeting question	Pre-bid meeting question	Is the expected content length of approximately one hour based on actual length or time taken by learner?	Actual length of content
158	Pre-bid meeting question	Pre-bid meeting question	Is generation of certificates required	Yes
159	Pre-bid meeting question	Pre-bid meeting question	Should bidders submit soft copy or hardcopy of the bids?	Bidders should submit separate technical and commercial bids in hard copy. Technical bids only should also be submitted by email to office.iso@iisc.ac.in.
160	Pre-bid meeting question	Pre-bid meeting question	What should be provided in the Additional items table in the commercial bid. Should the commercials include support cost? Should the cost be provided for 1 year or for 5 years?	A consolidated commercial in the template provided would be needed to enable comparison of the bids. The payment will be split into five equal annual installments, with the first installment paid after the go-live of the solution and subsequent installments done annually from that date. However, bidders can provide itemized breakdown and costs for any features outside of the mentioned requirements in the additional items table format.
161	Pre-bid meeting question	Pre-bid meeting question	Mobile App or mobile friendly web page	Mobile App preferred
162	Pre-bid meeting question	Pre-bid meeting question	How frequently are the awareness campaigns expected?	Annual training and periodic campaigns, mostly monthly topic wise

163	Pre-bid meeting question	Pre-bid meeting question	Phishing simulation or campaigns	Phishing simulation is not mandatory
164	Pre-bid meeting question	Pre-bid meeting question	All content should add to one hour or each content should be for one hour?	All content together should be for about an hour.
165	Pre-bid meeting question	Pre-bid meeting question	When does the 60 timeline for days implementations start?	From the date of release of PO
166	Pre-bid meeting question	Pre-bid meeting question	Is AI voice over okay?	We are okay with AI voice over. However, the quality of the voiceover will be assessed as part of the technical evaluation. Indian accent is preferred.
167	Pre-bid meeting question	Pre-bid meeting question	Is the content to be created by the service provider?	Yes, with the ability to upload our own
168	Pre-bid meeting question	Pre-bid meeting question	Would you need bespoke content?	Most of the content need not be bespoke since most of the cyber risk awareness topics would be common to any organization. However, some bespoke content such as those related to IISc's policy clauses would be needed.
169	Pre-bid meeting question	Pre-bid meeting question	Should LMS include content related to cyber risk awareness only, or is any other content expected?	Cyber risk awareness only.
170	Pre-bid meeting question	Pre-bid meeting question	Is any EMD expected?	No

171	Pre-bid meeting question	Pre-bid meeting question	GFR benefits is available to Micro and Small Enterprise. i.e. will they be allowed to match the L1 price of a non-MSME	<p>Micro and Small Enterprises (MSEs), as defined under the Micro, Small and Medium Enterprises Development Act, 2006, shall be eligible for purchase preference in accordance with the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2018, notified under Section 11 of the MSMED Act, 2006, and Rule 153 read with Rule 173 of the General Financial Rules (GFR), 2017, as amended from time to time, and the relevant Office Memoranda issued by the Government of India.</p> <p>In terms of the aforesaid policy, MSE bidders quoting price within the price band of L1 + 15%, where the L1 bidder is a non MSE, shall be eligible for purchase preference, subject to meeting all technical and commercial requirements specified in the tender. Such eligible MSE bidders shall be given the opportunity to match the L1 price and supply a portion of the tendered quantity/value, as prescribed under the said policy.</p> <p>The extent of purchase preference, price matching, and allocation of quantity/value shall be governed strictly by the provisions of the applicable Government of India guidelines. The decision of IISc, Bengaluru, in this regard shall be final and binding on all bidders.</p>
172	Pre-bid meeting question	Pre-bid meeting question	Should the content be available throughout the year	yes
173	Pre-bid meeting question	Pre-bid meeting question	How are the bidders expected to provide the product demonstration?	We will request the bidders to provide a link to a trial environment for one user account for a duration of 30 days for IISc to assess the solution.
174	Pre-bid meeting question	Pre-bid meeting question	What is the periodicity of retraining and recertification?	Annually
175	Pre-bid meeting question	Pre-bid meeting question	Is certification validity need to be mentioned?	Yes, validity is good to have

176	Pre-bid meeting question	Pre-bid meeting question	What is the expected license change frequency for reassignment of license from one user to other?	On an ongoing basis, since some users will move in and out of the organization.
177	Pre-bid meeting question	Pre-bid meeting question	How is the license reallocation expected to be done?	If a person leaves, the license is vacated and should be able to reassign to another person.
178	Pre-bid meeting question	Pre-bid meeting question	Apart from one hour content what else is required? Should it be delivered up front or required later?	We would also need content for the monthly campaigns. Whilst it will be good to have this upfront, it can be delivered subsequently as well.
179	Pre-bid meeting question	Pre-bid meeting question	Is the go-live expected in one month or in two months?	One month from issue of PO to deliver the platform for our testing, and one more month to test and go live.
180	Pre-bid meeting question	Pre-bid meeting question	If license is reassigned, should the training records of the earlier user also be deleted?	The user can be made inactive and trainings records need to be stored for 3 years.
181	Pre-bid meeting question	Pre-bid meeting question	Is the whole content expected to be refreshed annually?	Not necessary. The content needs to be refreshed in line with the changing cyber risk scenario.
182	Pre-bid meeting question	Pre-bid meeting question	What kind of gamification is expected?	It is left to the service providers. This will be evaluated during the technical evaluation.
183	Pre-bid meeting question	Pre-bid meeting question	When will the PO be released?	At the earliest
184	Pre-bid meeting question	Pre-bid meeting question	When is product demonstration expected?	Will be communicated at a later date.
185	Pre-bid meeting question	Pre-bid meeting question	What is the expected access to the Coordinator role?	Coordinator to have read-only access and be able to generate reports for specific set of users such as users from a department.
186	Pre-bid meeting question	Pre-bid meeting question	Are any live trainings or classes required?	No, online self-paced training will suffice.
187	Pre-bid meeting question	Pre-bid meeting question	Is the capability to access study material offline required?	This is not a mandatory requirement.

188	Pre-bid meeting question	Pre-bid meeting question	Who will be doing the assignment of trainings - Service Provider or IISc?	IISc Administrators should be able to assign the trainings to a set of users.
189	Pre-bid meeting question	Pre-bid meeting question	Should the trainings be available to users only for a specific duration, or always?	The platform should have the feature to configure a deadline for each trainee to complete the training. However, the content should be accessible throughout, even after the deadline.
190	Pre-bid meeting question	Pre-bid meeting question	Will IISc be also developing content?	We need the feature in the LMS to also upload IISc or a third-party developed content.
191	Pre-bid meeting question	Pre-bid meeting question	How will the monthly campaigns be conducted?	Monthly campaigns can be in many forms, such as emailers, games, posters, etc. We will evaluate the capabilities of the service providers to enable such campaigns as part of the technical evaluation.
192	Pre-bid meeting question	Pre-bid meeting question	Would the mobile app need to be published by IISc to the app stores?	No, the service provider can publish the mobile app to the required app stores.
193	Pre-bid meeting question	Pre-bid meeting question	Will open-source component of the solution be considered as Make in India	For the purpose of determining local content and classification as Class 1 or Class 2 supplier, the value of open source software components shall not be considered as local content, unless such components are substantially developed, customized, and maintained in India by the bidder, supported by documentary evidence. Mere integration, configuration, deployment, hosting, training, support, or maintenance of open source software shall not qualify as local value addition
194	Pre-bid meeting question	Pre-bid meeting question	Any specific templates or format in which the reports need to be provided?	No preference. To be evaluated during technical evaluation.