



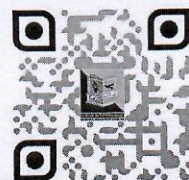
ଓଡ଼ିଶା ରାଜ୍ୟ ମୁକ୍ତ ବିଶ୍ୱବିଦ୍ୟାଳୟ, ସମ୍ବଲପୁର
ODISHA STATE OPEN UNIVERSITY, SAMBALPUR

ଓଡ଼ିଶା ରାଜ୍ୟ ମୁକ୍ତ ବିଶ୍ୱବିଦ୍ୟାଳୟ

ODISHA STATE OPEN UNIVERSITY

SAMBALPUR

(Government of Odisha)



Letter No. 2664/OSOU/2025

NOTICE

Date: 11/11/2025

Clarifications on queries received from prospective bidders against Tender Notice No. 2496/OSOU/2025 dated 18-10-2025 (Bid Number GEM/2025/B/6808941 dated 27-10-2025)

Sl. No	Clause	Query/Clarification	Clarification by OSOU
1	The firm should have a minimum of 05 years of experience in content development for State/Central University/Education Board/Higher Educational Institution. Work order and Completion certificate should be submitted along with the tender.	Our company has over 25 years of experience in developing digital learning content and managing large-scale eLearning initiatives for multilateral agencies (World Bank, GIZ, UNICEF, WHO), corporate organizations, and various government departments. While we have not directly executed projects for State/Central Universities or Education Boards, the nature and scale of our projects are comparable in complexity and scope. We request clarification on whether such equivalent experience with reputed national and international organizations can be considered for meeting this requirement.	Bidder having experience of educational content development as per the 4(four) quadrant approach followed in SWAYAM are eligible to apply.
2	The Bidder should have experience of executing content development work in at least two State/Central University/Education Board/Higher Educational Institution, one of which preferably should be from the State of Odisha during the last five years. Work order and Completion certificate should be submitted along with the tender.	We seek clarification on whether equivalent experience in delivering large-scale content development projects for multilateral agencies, government departments, and similar institutions can be considered in lieu of direct experience with State/Central Universities or Education Boards.	1. Bidder having experience of educational content development as per the 4(four) quadrant approach followed in SWAYAM are eligible to apply. 2. Experience of executing content development in State/Central/Education Board/Higher education Institution in Odisha is preferable but not mandatory.
3	The bidder should have experience of providing e-content and videos through LMS/CLOUD for any State/Central University/Education Board/Organization of repute in the Higher Education system. Work order and Completion certificate should be submitted along with tender.	Kindly confirm experience in delivering e-content and video-based learning through digital platforms for government and multilateral programs will be considered as fulfilling this criterion.	Self-explanatory
4	The bidder should have experience of developing content for delivering online courses for an academic organization. Work order and Completion certificate should be submitted along with the tender.	Please clarify developing structured online learning content for national capacity-building and training programs (executed for ministries, UN agencies, and similar organizations) will qualify under this requirement.	Self-explanatory

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www.youtube.com/c/OSOUSambalpur f www.facebook.com/OSOUOdisha X https://x.com/OsouOdisha

5	The party developing the content and the subject experts involved will not have any rights to use or sell any part or whole of this digital content.	Our understanding is that the bidder will be responsible for engaging suitable subject matter experts. Kindly confirm our interpretation.	Bidder will engage subject experts and be responsible for quality. However, subject experts including bidder will not hold any selling and distribution rights once the material is handed over to OSOU.
6	Total how many subjects	Kindly specify the total number of subjects/courses for which content development is required under this tender.	Total cost of the project is Rs. 3.5 cr including taxes.
7	Total how many Topics	Kindly specify the total number of Topics.	The Subjects will have either 2 /3/4 Credits with 4 Units per Credit.
8	What are the languages to be content developed	Please confirm the language(s) in which the content is to be developed (e.g., English, Odia, Hindi, or bilingual).	Original language will be in English which is to be translated to Odia if asked for with additional costs. Additional translation costs per page to be specifically mentioned in the financial bid.
9	University may assign different parties for Skill and Education content development if the need arises so.	Kindly clarify the specific areas or topics to be covered under "Skill" and "Education" content development, and whether there are defined subject domains or themes for each category.	Self-explanatory
10	No hard copy submission is permitted. Only print copy of the tender submitted on GEM is to be sent.	We seek clarification on whether we are required to send only the acknowledgment copy of the bid submitted on the GeM portal, or a complete printout of the proposal (as uploaded on GeM) to the OSOU address.	Complete printout of the proposal as uploaded on GeM along with supporting documents need to be submitted to the OSOU address.
11	Live Demo of the running system in any of the organization (Central/State academic institutions/ Board/ Higher Educational Institution of repute).	We seek clarification on whether equivalent experience in delivering large-scale digital learning systems and content development projects for multilateral agencies or government departments can be considered in lieu of direct experience with State/Central Universities or Education Boards.	Bidder must obtain permission from the concerned organization to show the live demo of their content in that organization during technical presentation.
12	-	Based on Clause No. B – Evaluation Phase provided in the tender document; our understanding is that the total estimated duration is approximately 350 hours across 10 subjects. Kindly confirm if this estimation is correct.	One credit is 30 notional hours, 2 credit is 60 notional hours, 3 credit is 90 notional hours and so on.
13		This tender will be awarded to a single vendor, or it may be divided among multiple vendors.	Option is open
14	Page 4 & Point No. 2 A- No advance payment is envisaged. C- Payment will be batchwise i.e. 10 subjects per batch	We request that the payment be released in phases, corresponding to the release of each version of the developed content, instead of on a batch wise basis.	No change is proposed in the Tender document. Original terms and conditions in the Tender remain
15	Page 7, Clause 4 & Point No. 4.1 Deploy adequate infrastructure, Machineries, Manpower at own cost to complete the entire	We request that the project timeline be extended by an additional 90 working days for completion of the Scope of Work (SOW), or alternatively, allow delivery to be aligned with	No change is proposed in the Tender document. Original terms and conditions in the

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	work within time stipulated by OSOU (before 15 February, 2026)	the semester schedule.	Tender remain
16	Section 5 – Eligibility Criteria, Page 9, Point (c) The Bidder should have experience of executing content development work in at least two State/Central University/Education Board/Higher Educational Institution, one of which preferably should be from the State of Odisha during the last five years.	Kindly clarify if 'Education Board' here refers specifically to national/state education boards such as CBSE, CHSE, ICSE, etc.	Yes, it is self-explanatory
17	Technical Bid Score, Page 10, Point 1.1 The firm should have a minimum of 05 years of experience in e-content & video development for State/Central University/Education Board/Any organization of repute in the Higher Education System.	a) Could you please define what constitutes a 'Higher Education System' for this clause? b) Does e-content developed for inter-college programs fall under this category? c) Can content developed for vocational education aligned with NSQF Level 4 and above be considered part of higher education? d) Would content created for executive or managerial training programs in reputed corporate organizations be recognized as experience under 'Higher Education'?	a) Colleges and Universities b) Yes, provided 4(four) quadrant approach is followed. c) Yes, provided 4(four) quadrant approach is followed. d) No
18		Eligibility Criteria which states that the organization needs to have executed 1 project on the same in Odisha.	Experience in the State of Odisha is preferable but not mandatory
19	Experience from Odisha and Other States (Technical Bid Score – Section 1.2)	1. We have relevant experience producing thousands of hours of educational content for national and international organizations, but not specifically for Odisha-based institutions or state governments. As per the evaluation criteria — “5 marks for Odisha State and rest 5 marks for other states @1 mark each” — we request exemption from the Odisha-specific and state-specific requirement and consideration of equivalent experience with other educational organizations. 2. Also, kindly specify the minimum number of hours that constitute a single project for evaluation purposes, as some of our engagements have been long-term contracts covering hundreds of hours of educational content.	1. No change is proposed in the Tender document. Original terms and conditions in the Tender remain 2. One credit is 30 notional hours, 2 credit is 60 notional hours, 3 credit is 90 notional hours and so on.
20	Presence in the State of Odisha (Section 6 – Evaluation Criteria)	We request that firms from across India be allowed to participate on equal terms, even if they do not have a physical office in Odisha. Our team is fully equipped to manage production remotely and can travel to Odisha for key meetings or content review sessions whenever required.	Experience in the State of Odisha is preferable but not mandatory

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21	Language and Format of Content	Please confirm whether the content is expected in English, Odia, or bilingual format. Additionally, kindly clarify if voiceover-based animated videos or mixed-format video lectures are acceptable within the Four Quadrant framework, and if so, what should be the recommended duration per video unit.	1. Original language will be in English which is to be translated to Odia if asked for with additional costs. Additional translation costs per page to be specifically mentioned in the financial bid. 2. Per unit 3 to 4 videos of 10 to 12 minutes each.
22	Use of AI-based Voiceovers and Transcripts	Kindly confirm whether the use of AI-generated voiceovers and automated transcripts is permissible for content production, provided the quality and naturalness meet academic standards.	Allowed subject to acceptance by the review committee.
23	Financial bid - Form-F2	In Form F2 you have given three options like value for 8 units, 12 units and 16 units. But in the Gem bid value screen it is giving only one text box to key in the value. Please guide us on what to do. We are waiting for your reply so we can upload the details.	1. In the Gem portal since it is giving only one text box to key in the value - price per unit may be given. 2. The desired subject wise price for 8 units, 12 units and 16 units must be given and uploaded in the format given in the bid document in GeM.

Dr. he
Registrar

REGISTRAR
Odisha State Open University
SAMBALPUR