

**Corrigendum- I: Clarifications to Queries Received (Email and Pre-Bid Meeting held on 19 August 2026) – RFP No. 28/08/KMID/2026-ISA**

**Date: 01.09.2026**

**Subject:** RFP For Hiring of an Agency for Learning Content and Training Course Development Services for ISA Academy

| S. No. | RFP Section / Clause No.                                                                                                           | Comment / Query Raised                                                                                                                                                                                                                                                                                        | ISA Response / Clarification                                                                                                                                               |
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| 1      |                                                                                                                                    | Request for extension of proposal submission deadline                                                                                                                                                                                                                                                         | ISA has favourably considered the extension requests received from bidders. The new bid submission deadline is <b>September 07, 2026 – 11:00 PM</b> (Indian Standard Time) |
| 2      | Section 4. Evaluation Criteria - Technical and Financial Evaluation Criteria: Subsection 3: Proposed Team and Management Structure | The RFP indicates core team members should be submitted as part of the proposal. If we have not yet finalized the complete team and plan to recruit one of the team members following project award, would we still be eligible to submit a proposal? If so, how should this be reflected in the application? | The final team structure for the entire project duration should be finalized and shared at the time of submitting the proposal.                                            |

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| 3 | Section 5. Terms of Reference<br>Sub-section: Scope of Work A.1.c.    | “ Incorporate visual .....live-action segments, ..”<br>This live action segment video footage be provided by ISA OR the project involved videography at specific locations?                                                                                                                                                                                                                                         | Although most of the video clips will be provided by the ISA, the agency is expected to edit, stitch, modify and effectively incorporate into e-learning modules and teasers (for YouTube channel) to be developed as part of deliverables for the contract                                                                                                                                                                                                                                                               |
| 4 | Section 5. Terms of Reference<br>Sub-section: Scope of Work A.1.c.    | If videography is involved please share details of location no. of days of videography in each of the location                                                                                                                                                                                                                                                                                                      | No specific requirement is identified by the ISA at the moment.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 5 | Section 5. Terms of Reference<br>Sub-section: Scope of Work A.2.b.vii | Please confirm that once the English content is approved then the content adaptation in French and Spanish commence?<br>In the French and Spanish version only the VO is required in French & Spanish or is everything – Voice Over, Onscreen Text and the CC (subtitles). Pls clarify<br>The emodules require a professional human voice for English and a robotic Vocie over for French & Spanish? Please clarify | The ISA confirmed that the original content shared for approval should be in English and subsequent translated versions to be produced after prior approval of the English version. The ISA is to decide internally regarding onscreen translations (basis complexity) with the exception of voice overs and subtitles being completed in the translated language (French/Spanish). Translated voice overs should be in human like voice (re-recorded or generated through AI) and robotic voice overs should be avoided. |
| 6 | Section 5.Terms of Refernce<br>Sub-section - Scope of Work B.1.       | In addition to the above teasers per module: 132-198 mins (2-3 mins per modules x 66 modules). Please confirm whether these teasers are per module (66 modules) or per course (16 courses ) or per theme (3 themes).                                                                                                                                                                                                | The 2–3-minute introductory teaser is required for each module. Accordingly, teasers will be developed for all 66 indicative modules, derived from the respective complete module and intended for upload on the ISA Academy YouTube channel                                                                                                                                                                                                                                                                              |

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| 7  | Section 5. Terms of Reference<br>Sub-section: Scope of Work B.1.       | Total duration with deviation be mentioned for clarity on volume and subsequent financial quotations | The indicative duration mentioned in the RfP is per course and not per module. Estimated duration of each module can be expected to be between 5-15 minutes. The estimated learning duration provided in the RfP is the indicative learner-facing duration for each course, with a deviation of approximately $\pm 10\%$ permissible. Across the 16 courses, the indicative aggregate duration is approximately 427–491 minutes, before applying the permissible course-wise variation.                        |
| 8  | Section 5. Terms of Reference<br>Sub-section - Scope of Work A.2.b.vii | On screen text language should match voice over and subtitle languages - localization context        | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9  | Section 5. Terms of Reference<br>Sub-section - Scope of Work B.3.      | Clarity on Definition of Level - 1, Level - 2, Level - 3; Course level disaggregation                | The RFP provides the indicative distribution of 20% L1 – Standard Digital Learning, 40% L2 – Interactive Digital Learning and 40% L3 – Immersive & Applied Learning. The actual distribution may vary based on course requirements and instructional design approach, with a deviation of approximately $\pm 15\%$ across levels during detailed content design and development. The detailed course/module-level allocation will be finalized during the curriculum alignment and instructional design phase. |
| 10 | Section 5. Terms of Reference - Timeline and Payment Schedule          | Payment relaxation request: Suggestion for including bank guarantee as security in contract          | As per the RFP, no EMD/Bid Security is required. Payment terms are linked to deliverables and shall remain unchanged.                                                                                                                                                                                                                                                                                                                                                                                          |
| 11 | -                                                                      | What level of completeness can we expect from the content/reference material supplied by ISA?        | Expert verified content to be provided by ISA                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |



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| 12 | Section 5. Terms of Reference<br>Sub-section - Scope of Work A.2.  | Who is responsible for translation into French and Spanish?                                                                                                                                                                                                                                                  | The selected agency will be responsible for translation of ALL e-learning modules in French and Spanish.                                                                                                                                                                                                                                                                                                                      |
| 13 | -                                                                  | Can ISA provide the LMS technical specifications and confirm the exact integration responsibility of the agency?                                                                                                                                                                                             | SCORM / CMIS/ xAPI                                                                                                                                                                                                                                                                                                                                                                                                            |
| 14 | Section 5. Terms of Reference<br>Sub-section - Scope of Work A.1.a | ISA will provide the source content, including text, PSDs, presentations, etc. Could ISA provide an indicative volume of source content per module (e.g., approximate PPT slides/word count/pages or other source formats) so that bidders can assess the instructional design and development effort?       | The source content will be in the form of word documents, and PDF's averaging anywhere between 15 - 20 pages per module including title page, recap, figures, glossary, main content body, summary as well as assessments.                                                                                                                                                                                                    |
| 15 | Section 5. Terms of Reference<br>Sub-section - Scope of Work A.1.a | Will the source content provided by ISA be final and technically validated/SME-approved, or will the selected agency be expected to develop, restructure or substantially supplement the content through SME interactions as part of the scripting and instructional design process?                         | The content provided by ISA will be technically validated and SME-approved. The selected agency will however be allowed flexibility to add, omit, restructure, supplement moderately during the scripting and instructional design phase, subject to inclusion basis final approval by ISA.<br>ISA will largely provide expert verified content, however as per the RFP, ISA has asked the vendor to get a network of experts |
| 16 | Section 5. Terms of Reference<br>Sub-section - Scope of Work B.3.  | The RFP identifies L3 as "Immersive & Applied Learning" and refers to immersive content, but does not specify the expected extent of 3D development. Could ISA indicate the approximate number/percentage of modules expected to include 3D models, 3D animation, simulations or other immersive components? | The detailed extent and treatment of 3D models, 3D animation, simulations and other immersive components will be finalized with the selected agency during the curriculum alignment and detailed instructional design phase, based on the requirements of the respective courses and modules.                                                                                                                                 |

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| 17 | Section 5. Terms of Reference<br>Sub-section - Scope of Work B.3.  | For modules requiring 3D/immersive elements, will ISA provide any existing 3D models/assets, or will the selected agency be responsible for conceptualizing and developing such assets from scratch?                                                                                                                                                                                           | The selected agency will be responsible for conceptualizing and developing the required 3D models and other immersive assets from scratch, wherever such elements are identified as part of the approved instructional design.                                                                                                                                                                                                        |
| 18 | Section 5. Terms of Reference<br>Sub-section: Scope of Work B.1.   | Since the RFP provides estimated learning duration for each course, could ISA clarify whether this duration is intended to represent the final learner-facing duration, including introduction, instructional content, interactions, knowledge checks, assessments, scenarios and summaries, or whether reasonable additional duration may be introduced based on the instructional treatment? | The estimated duration represents the final learner-facing duration, including instructional content, introduction, interactions, knowledge checks, assessments, scenarios, summaries and worked examples, as applicable. A deviation of approximately $\pm 10\%$ per course is acceptable.                                                                                                                                           |
| 19 | Section 5. Terms of Reference<br>Sub-section: Scope of Work A.1.d. | The RFP includes formative and summative assessments, assessment banks and quizzes. Could ISA clarify the expected number/type of assessment questions or assessment items per module, and whether an assessment bank beyond the learner-facing assessment is required?                                                                                                                        | Each module will include 8–10 formative assessment questions, strictly in multiple-choice format. Each course will include a summative assessment comprising 20 assessment items, including multiple-choice, multiple-response and short-answer questions. Assessment bank maybe required depending on the module duration and complexity. The same shall be finalised during the curriculum alignment phase with the selected agency |

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| 20 | Section 5. Terms of Reference<br>Sub-section: Scope of Work A.6.a | The RFP specifies SCORM, xAPI/other e-learning standards-compliant packages and MP4 as deliverable formats. Could ISA clarify which of the 66 modules are expected to be delivered as SCORM/xAPI e-learning, which as video-based learning, and whether any module may require both e-learning and video outputs?      | All modules require delivery in both - elearning standard compliant formats (SCORM/xAPI/CMi5) and as MP4 video formats for LMS and web hosting.                                                                                                                              |
| 21 | Section 5. Terms of Reference<br>Sub-section: Scope of Work A.6.c | The RFP requires editable project files, including Articulate 360, Rise, Adobe Premiere Pro, Final Cut Pro or equivalent. Could ISA confirm whether the agency has the freedom to select the most appropriate authoring/production tool for each module, provided the final output meets ISA's technical requirements? | The selected agency may use the most appropriate authoring and production tools for each module, subject to meeting ISA's platform compatibility, accessibility, technical and output requirements. Editable project/source files shall be provided as specified in the RFP. |
| 22 | -                                                                 | Will ISA provide a brand/design guideline, visual identity, templates, fonts, colour palette and other graphic standards for the ISA Academy content, or is the selected agency expected to develop the visual design system/Graphic Charter as part of the engagement?                                                | ISA will provide branding guidelines which will have these details                                                                                                                                                                                                           |
| 23 | Section 5. Terms of Reference<br>Sub-section: Scope of Work A.5.  | The RFP provides for Alpha and Beta versions and consolidated feedback from ISA. Could ISA clarify the expected number of review/feedback cycles at the script/storyboard, Alpha, Beta and Gold stages, and how substantial changes to approved content/design will be handled?                                        | The review and revision cycles will be as specified in the RfP.                                                                                                                                                                                                              |

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| 24 |                                                                           | Can multiple WOs/POs issued by the same client be clubbed to meet the USD 20,000 contract value requirement and be considered as one qualifying project?                                                                                                                                                                                                                                                                                                                                          | Multiple WOs/POs from the same client may be considered collectively, provided they pertain to the same project/assignment and cumulatively meet the minimum contract value requirement of USD 20,000. |
| 25 | Section 4, criterion 1.2 Definition of “global / regional level” projects | Criterion 1.2 awards 100 points for “at least 3 such global / regional level projects in the last 5 years”<br>producing content “in different languages catering to different regions (global)”. Kindly clarify whether<br>(a) content developed in India for a multilateral or international institution, or (b) content developed in multiple Indian languages for deployment across several States, would qualify — or whether the project must have been delivered across multiple countries. | content developed in different languages (foreign)                                                                                                                                                     |

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| 26 | Section 4, criterion 1.3 Network of 8–10 subject experts | <p>Criterion 1.3 requires the agency to “bring a network of experts (8-10)” across solar technologies, solar manufacturing, RE, BESS, Green Hydrogen and EV.</p> <p>Kindly confirm whether these experts must be on the bidder's payroll, or whether a documented panel engaged through Memoranda of Understanding or retainer arrangements is acceptable, and whether their CVs are required at bid stage or only upon award</p> | <p>The bidder is expected to propose experts either as full-time employees on its payroll or as part of a formally associated expert network engaged through valid arrangements such as Memoranda of Understanding (MoUs), retainer agreements, consultancy agreements, or similar documented associations. However, the bidder shall be responsible for ensuring the availability of the proposed experts throughout the contract period, as and when required.</p> <p>At the bid submission stage, bidders are required to provide details of the proposed expert network, including areas of specialization, along with years of experience and evidence of association with the bidder. Detailed CVs along with the experience of the proposed experts are required to be submitted at the bid stage itself to facilitate evaluation. The successful bidder shall be required to furnish the same for prior approval by ISA</p> <p>The ISA reserves the right to seek replacement of any proposed expert if found unsuitable or unavailable for the intended scope of work. Notwithstanding the above, bidder shall be solely responsible to execute the work successful in line with the scope identified in the RFP document.</p> |
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Procurement Unit  
International Solar Alliance