

Govt. of India
Capacity Building Commission
RFQ cum RFP from eligible Bidders to be empanelled for developing e-learning content for various Departments including CBC.
RFQ cum RFP No. 01-13/2022-CBC

Corrigendum 2: Revision in Clauses.

Sno	Existing Clause	Revised Clause				
1.	<p>Data Sheet</p> <p>Point 2</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Name of Capacity Building Commission</td> <td>Capacity Building Commission</td> </tr> </table>	Name of Capacity Building Commission	Capacity Building Commission	<p>Read as</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Name of the body</td> <td>Capacity Building Commission</td> </tr> </table>	Name of the body	Capacity Building Commission
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2.	<p>Page 2 Point 1 in table and Point 8 (EMD) in Data sheet in Page 10</p> <p>EMD value- NIL (However the bidders need to submit Bid Security Declaration (As per Annexure 3).</p> <p>The Bidders shall also submit the original signed and stamped Integrity Pact as part of an envelope titled “IntegrityPact, Authorization Letter & EMD (Bid Securing Declaration)”before the last date of submission of bid, as per dates mentioned in the Data Sheet, failing which, the Bid submittedby the concerned Bidder will be liable to be rejected.</p>	<p>EMD value- NIL (However the bidders need to submit Bid Security Declaration (As per Annexure 3).</p> <p>The Bidders shall also submit the signed and stamped Integrity Pact in the CPP portal as part of the pre-qualification criteria along with Authorization Letter & EMD (Bid Securing Declaration)”before the last date of submission of bid in accordance with dates mentioned in the Corrigendum, failing which, the Bid submitted by the concerned Bidder will be liable to be rejected.</p>				
3.	<p>Page 12 Scope of Work</p> <p>4.3 Submission of Beta-version of the digitized course, with machine generated voice-overs</p> <p style="padding-left: 40px;">4.3.1 Design and Develop e-learning / blended-learning</p>	<p>4.3 Submission of Beta-version of the digitized course (with machine generated voice-overs) and Gold-version of the digitized course (with human generated voice-overs)</p>				

	<p>courseware, that has a blend of modules that range in complexity and learner interactivity levels from high to low and learner engagement level from high to low, as defined in Table 1. It is expected that the firm will add features like relevant case studies to develop deeper understanding on the topic, videos/animation to better depict the complex topics, voice-guided learning, a series of short quizzes placed at the end of each learning sub-module/module and a final examination (randomly derived from a bigger question bank). The desired Interactivity levels and engagement levels from 1 to 3 as per Table 2 will be decided upon by the firm in consultation with the TIs, based on time and cost budgets.</p>	<p>4.3.1 Design and Develop e-learning / blended-learning courseware, that has a blend of modules that range in complexity and learner interactivity levels from high to low and learner engagement level from high to low, as defined in Table 1. It is expected that the firm will add features like relevant case studies to develop deeper understanding on the topic, videos/animation to better depict the complex topics, voice-guided learning, a series of short quizzes placed at the end of each learning sub-module/module and a final examination (randomly derived from a bigger question bank). The desired Interactivity levels and engagement levels from 1 to 3 as per Table 2 will be decided upon by the firm in consultation with the TIs, based on time and cost budgets.</p> <p>Submit 'Beta-version' to CBC/MDO/TI and incorporate feedback, if any.</p> <p>Submit 'Gold-version' to CBC/MDO/TI for approval.</p>				
4.	<p>Page No. 14 The Detailed Level wise criterion is as below:</p>	<p>Page No. 14 Table 2: The Detailed Level wise criterion is as below:</p>				
5.	<p>Page No. 20</p> <table border="1" data-bbox="147 992 1137 1142"> <tr> <td data-bbox="147 992 645 1142">Animation</td> <td data-bbox="645 992 1137 1142">Includes screens that have simple animation viz. Flow charts & diagrams</td> </tr> </table>	Animation	Includes screens that have simple animation viz. Flow charts & diagrams	<table border="1" data-bbox="1169 1024 2181 1171"> <tr> <td data-bbox="1169 1024 1675 1171">Animation</td> <td data-bbox="1675 1024 2181 1171">Includes screens that have complex animation viz. motion paths</td> </tr> </table>	Animation	Includes screens that have complex animation viz. motion paths
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6.	<p>Page 21</p> <p>Other Support Required (optional extra, as decided by the TI)</p> <ol style="list-style-type: none"> 1. Training Needs assessment 2. Testing and Upload support into LMS / iGOT 2 platform 3. Subject matter expertise 	<p>Stands revoked.</p>				

	4. Other	
7.	<p>Page 22</p> <p>Clause 6.3 (b)</p> <p>a) The Bid Securing Declaration shall be valid for a period of forty-five (45) days beyond the validity period of the RFQ cum RFP. As validity period of RFQ cum RFP is 180 days, the Bid Securing Declaration shall be valid for 180 days from Technical Bid opening date. “Day” means calendar day.</p>	<p>The Bid Securing Declaration shall be valid for a period of forty-five (45) days beyond the validity period of the RFQ cum RFP. As validity period of RFQ cum RFP is 180 days, the Bid Securing Declaration shall be valid for 225 days from Technical Bid opening date. “Day” means calendar day.</p>
8.	<p>Page 23 Clause 6.4 Integrity Pact</p> <p>The Bidder is required to enter into an Integrity Pact with the Capacity Building Commission. For this, the Bidder shall submit the original signed and stamped Integrity Pact as part of an envelope titled “Integrity Pact, Authorization Letter & EMD (Bid Securing Declaration)” as per dates mentioned in the Data Sheet above, failing which, the Bid submitted by the concerned Bidder will be liable to be rejected. The format for the Integrity Pact is provided</p>	<p>The Bidder is required to enter into an Integrity Pact with the Capacity Building Commission. For this, the Bidder shall submit the signed and stamped Integrity Pact in A4 size plain paper and upload in the CPP portal as part of pre qualification criteria along with Authorization Letter & EMD (Bid Securing Declaration)” as per the dates mentioned in the Corrigendum, failing which, the Bid submitted by the concerned Bidder will be liable to be rejected.</p>

	in Annexure 2 of this RFQ cum RFP.	The format for the Integrity Pact is provided in Annexure 2 of this RFQ cum RFP.
9.	<p>Page 24, Clause 6.6</p> <p>a) A four bid system will be followed for this RFQ cum RFP with a Combined Quality and Cost Based Selection criterion. The four bids are</p> <ul style="list-style-type: none"> i. Integrity Pact, Authorization Letter and EMD (Bid Securing Declaration) ii. Pre-Qualification Bid iii. Technical Bid and iv. Commercial Bid. For submission dates, kindly refer to Data Sheet in the RFQ cum RFP. 	<p>a) A four bid system will be followed for this RFQ cum RFP with a Least Cost Selection criterion. The four bids are</p> <ul style="list-style-type: none"> i. Integrity Pact, Authorization Letter and EMD (Bid Securing Declaration) ii. Pre-Qualification Bid iii. Technical Bid and iv. Commercial Bid. For submission dates, kindly refer to Data Sheet in the RFQ cum RFP.
10.	<p>Clause 6.7.3 Section 4 Page 26</p> <p>Clearly furnish <u>two sections</u> as mentioned in the Technical Evaluation Criteria</p>	<p>Quality and relevance of the approach and methodology would be determined by sample e-learning packages submitted by the bidder as illustrations for Level 1, Level 2 and Level 3</p> <p>Bidders will be required to give Offline presentations in the Office of Capacity Building Commission as per the technical parameters</p>

		mentioned in the RFP (refer annexure III of corrigendum).																												
11.	Page 33, Clause 7.3.3 (g) If there is a discrepancy between words and figures, the amount in words will prevail.”	Stands revoked.																												
12.	Page 33: Table of contents Stage 4: Final score calculation through QCBS	Page 33: Read as Stage 4: Final score calculation through LCS																												
13.	Page 37 Section 11 Payment Terms and Mile-Stones	Payment Terms and Mile-Stones																												
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		2.	Assignment Name			3.	Name of Client		Annexure 6 - Citations – Work Experience
		3.	Name of Capacity Building Commission			4.	Country		
		4.	Country			5.	Contact Details of Client <i>(Contact Name, Address, Telephone Number)</i>		
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		10.	Narrative description of the project			11.	Details of Work that defines the scope relevant to the requirement		
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		12.	Documentary Evidence attached						
16.	Page 31 Evaluation Process					Annexure I			
17.	Page 34 (8) Pre-Qualification Criteria					Annexure II			
18.	Page 36 (9) Technical Evaluation					Annexure III			
19.	Page 60 (13.11) Annexure 11 Commercial Bid					Annexure IV Download excel file from: https://cbc.gov.in/assets/files/Commercial-bid.xlsx Bidders are advised to fill the details as mentioned in the commercial bid and upload the same in CPP portal.			

7.1 Evaluation Process

Capacity Building Commission shall evaluate the responses to this RFQ cum RFP and scrutinize the supporting documents / documentary evidence. Inability to submit the requisite supporting documents / documentary evidence, may lead to rejection. The decision of the Capacity Building Commission in the evaluation of proposals shall be final. No correspondence will be entertained outside the process of evaluation with the Capacity Building Commission. Capacity Building Commission may ask for meetings with the Bidders to seek clarifications or confirmations on their proposals. During the Bid Evaluation, Capacity Building Commission reserves the right to reject any or all the Proposals. Each of the responses/ Proposals shall be evaluated as per the criteria and requirements specified in this RFQ cum RFP.

Bidders will be classified in two tiers (1 & 2). **Tier I** bidders needs to fulfill the pre-qualification criteria as stipulated in **Annexure 2** of the corrigendum. **Tier II** bidders would be DPIIT recognized startups (Refer DoE OM No. F.1/7/2021-PPD-2 dated 2nd August 2021).

The steps for evaluation are as follows:

7.1.1 Stage 1: Pre-Qualification

- a) Capacity Building Commission shall open Cover 1 of the bidders Tier wise.
- b) If the contents of the Cover 1 are as per requirements and the EMD (Bid Securing Declaration) and Integrity Pact in prescribed format have been received in online format by the Capacity Building Commission as per the terms of this RFQ cum RFP, the Capacity Building Commission shall open "Cover 2". Each of the Pre-Qualification conditions mentioned in Section 8 (Pre-Qualification Criteria) is MANDATORY. In case the Bidder does not meet any one of the conditions, the bidder will be disqualified. (Exemption will be applicable as mentioned in Section 8, point (b)).
- c) Response to the Pre-Qualification Requirements will be evaluated in accordance with the requirements specified in this RFQ cum RFP. A checklist must be created with proper page-wise indexing of all supporting documents.
- d) Results of the Pre-Qualification Bid opening will be intimated to bidders.

7.1.2 Stage 2: Technical Evaluation

- a) Cover 3 marked as "Technical bid" will be opened only for Bidders who succeed in Stage 1.
- b) For both the tiers, the bidders' technical solutions proposed in the bid

document will be evaluated as per requirements specified in this RFQ cum RFP and technical evaluation framework as mentioned in **Annexure – 3** of corrigendum.

Each Technical Bid will be assigned a technical score out of a maximum of 100 marks. Minimum of 75 marks must be secured by bidder to qualify. Only the bidders who get an aggregate technical score of 75 marks or more will qualify for commercial evaluation stage. Failing to secure minimum marks shall lead to technical rejection of the Bid and Bidder.

7.1.3 Stage 3: Commercial Evaluation

- a) All the technically qualified bidders will be notified to participate in Commercial Bid opening process. The commercial bids will be opened tier wise in presence of the bidders qualified for Tier 1 and Tier 2 respectively.
- b) The commercial bids for the technically qualified bidders will then be opened on the notified date and time and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Capacity Building Commission's discretion.
- c) The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately. Taxes will be paid/reimbursed as per the terms of the Agreement.
- d) Any conditional bid would be rejected.
- e) Errors & Rectification: Arithmetical errors will be rectified on the following basis:
 - (f) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected.
 - (g) If there is a discrepancy between words and figures, the amount in words will prevail."
 - (h) If the Bidder does not accept the error correction, its Bid will be rejected and, the bidder shall stand disqualified from bidding for any contract with CBC for a period of one year from the date of notification.

Stage 4: Empanelment of successful bidder through LCS

1. Bidders will be classified in two tiers- I and II as in Para 7.1 above.
2. Only 1 proposal will be accepted from one firm.
3. Bidders may check their eligibility in accordance with the pre-qualification criterion and apply accordingly with relevant supporting documents.

4. DPIIT recognized startups are exempted from some of the pre-qualification criterion and may apply for Tier- II.
5. Agencies applying under Tier-2 will be required to submit their recognition certificate.
6. The technical parameters for evaluation of the bidders shall remain the same for bidders applying in both the tiers.
7. Tier wise financial bids of only for technically qualified bidders will be opened.
8. For Tier 1, the technically qualified bidders of Tier 1 will be required to match the least cost shared by any of the Tier-1 bidders, to be empaneled in Tier 1 category.
9. For Tier 2, the technically qualified bidders of Tier 2 will be required to match the least cost shared by any of the Tier-2 bidders, to be empaneled in Tier 2 category.
10. On successful matching the least cost, the bidders will be empaneled in the Tier 1 and Tier 2 categories, respectively.
11. If a Bidder quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
12. Abnormally low financial bids will be handled as per the guidelines issued by the Ministry of Finance, Government of India (<https://doe.gov.in/sites/default/files/Predatory%20pricing%20%20Abnormally%20Low%20Bids.pdf>) and for predatory pricing and abnormally low bids evaluations. And any conditional bid would be rejected.
13. CBC reserves the right to terminate the empanelment for reasons of non - performance

The section 8 Pre-Qualification Criteria at page 34 of the RFP may be read as follows-

The Bidder's pre-qualification criteria will be evaluated in two tiers as follows:

For Tier 1, parameters and documents required are as follows-

Sr.#	Parameters	Requirement	Supporting Documents
1	Single Bidder	A Bidder is required to Bid on its own and no Joint Ventures or Consortiums are permitted	Declaration from the Authorized Signatory
2	Legal Entity/ Registration of Company	1. The bidder must be incorporated and registered in India under the Indian Companies Act 1956/ LLP Act 2008 & subsequent amendments thereto and should have been operating for the last 5 years 2. Registered under GST as on the date of publishing of the RFQ cum RFP	1. Certificate of Incorporation / Copy of Registration Certificate (s) 2. GST Registration Certificate
3	Experience	Must be in the business of e-learning / blended-learning courseware development for at least 5 years	Self-certified declaration from Authorized Signatory
4	Net Worth	The Bidding firm must have a positive Net Worth in each of the last three financial years (FY 2018-19, 2019-20 & 2020-21).	Certificate from Auditors/ CA firm / Audited Financial Statements (Profit & Loss Statement and Balance Sheet) for last 3 financial years
5	Annual Turnover	Shall have a financial turnover of INR 3,00,00,000 per annum from e-learning content development businesses, in at least 3 financial years from 2018-19	Certificate from Auditors/CA firm / Audited Financial Statements (Profit & Loss Statement and Balance Sheet) for last 3 financial years
6	Experience in e-learning content development	Must have developed at least 100 hrs per year of e-learning content development for in-service staff training in public and/or private sector, in at least 3 financial years from 2018-19. Have had experience of developing e-learning content in English, Hindi and at least 2 other Indian languages in the last 3 years	Copy of Contract/ Work Order and Completion Certificates Client

7	Experience in Government Processes	Must have worked with Central Government/ State Government/ private sector or International Development Agencies or any combination thereof to develop e-learning courseware for capacity building in past 3 years	Copy of Contract/ Work Order and Completion Certificates from the Capacity Building Commission; OR Copy of Contract/ Work Order and Self Certificate of Completion certified by the Authorized Signatory;
8	Not Blacklisted	The bidder should not be blacklisted by Central/State Government Ministry/ Capacity Building Commission/PSU as on the date of bid submission.	Self-declaration from the bidder on company letter head, signed by authorized signatory.

Note:

(a) For all citations, ongoing projects will be considered for evaluation if the completed component of the project meets the project value requirements. Bidders, in such cases will have to furnish - Copy of Contract/ Work Order and Certificate from the Client/ Authorized Signatory clearly mentioning the completed component of the project and the value of the completed component.

(b) For Tier 2, DPIIT recognized start ups may apply and seek exemptions in the clauses as below-

Sr. No (2)- Incorporation (exemption only in the year of incorporation), Sr. No (3)- Experience, Sr. No (4)- Net Worth, Sr. No (5)- Annual Turnover, Sr. No (6)- Experience in e-learning content development and Sr. No (7)- Experience in Government Processes.

It may be noted that relevant proof of being recognized as “Startups” by DPIIT would need to be submitted for seeking exemption in the clauses mentioned above.

Refer DoE OM No. F.1/7/2021-PPD-2 dated 2nd August 2021.

Sno.	Technical Parameter	Evaluation Criteria	Marks
1	<p>Experience-</p> <p>Specific experience of the Contractor (as a firm) relevant to the Assignment</p>	<p>Firm shall submit details of similar e-learning content development in the domain areas mentioned in the <i>Table 1 of Section 4</i>.</p> <p>Marking criteria:</p> <ul style="list-style-type: none"> • 2 marks for each project for areas covered in <i>Table 1 of Section 4</i>. • 1 Mark would be allotted for level of complexity of content and another 1 mark for level of interactivity and engagement. <p>Note:</p> <ol style="list-style-type: none"> 1. Maximum 10 projects 2. Each project must be greater than 10 lakhs in fees payable to the agency at the time of award of contract. 3. Start date must be inside last 7 years from the issue date of this RFP 4. The bidder must provide details of the projects (as much as possible) for the evaluation committee to ascertain relevance. 	20
2	<p>Quality and relevance-</p> <p>Quality and relevance of the approach and methodology in developing the sample e-learning packages submitted as illustrations for Level 1, Level 2 and Level 3:</p>	<p>CBC will assess the e-learning packages submitted by the firm against the characteristics defined for Level 1, Level 2 and Level 3 in the RFP.</p> <p>Each Firm shall submit one package for each Level.</p> <p>Level 1 -10 marks Level 2. -10 marks Level 3. -10 marks</p>	30
3	<p>Key Experts' qualifications and competence-</p> <p>CVs of professionals to be deployed for the assignments to provide at least 6 (Six) CVs</p> <p>Quality of personnel (qualifications, technical experience, skills, and competencies).</p>	<p>Position K-1:</p> <p>Team Leader - 5 marks</p> <p>1. Mandatory criteria- 3 marks</p> <p>Qualification- BS, MS, or higher degree in instructional design, education, or related field</p> <p>Experience- 10+ years of working and consulting with clients and delivering instructional design in a corporate environment, or governmental departments with varied industry verticals</p> <p>2. Desirable criteria- 2 marks</p> <p>Qualification- Teaching or administrator's license is a plus</p>	20

<p>*Minimum deployment – 6</p> <p>Team leader-1 Content designer-1 Graphic designer-2 Programmer- 2</p> <p><i>*0 (Zero) mark shall be awarded on less than the minimum deployment</i></p>	<p>Experience- Prior experience in public sector consulting at state/national level, implementation of capacity building programmes, budget planning and management etc.</p> <p>Position K-2: Content Designer- 5 marks</p> <p>1. Minimum Qualification- 3 marks</p> <p>Qualification- BS, MS, or higher degree in journalism/ communication or related field.</p> <p>Experience- Should have minimum 5 years of experience in content designing having excellent communication and writing skills.</p> <p>2. Desirable qualification- 2 marks</p> <p>Experience in writing content for e learning programmes.</p> <p>Position K-3: Graphic Designer- 5 marks</p> <p>1. Minimum Qualification- 3 marks</p> <p>Candidate must possess a Graduate/Post-Graduate Diploma/Degree in Commercial Arts from a reputed University/ Institution and certification in graphic design, digital design or similar major/concentration.</p> <p>Experience- 3-6 years of experience in graphic designer role with working hands-on knowledge of e-learning standards, and SCORM AICC standards.</p> <p>2. Desirable qualification- 2 marks</p> <ul style="list-style-type: none"> ● Expert in Adobe Creative Cloud (InDesign, Photoshop, Illustrator, Captivate) ● Good understanding of instructional design and learning architecture and various application simulation tools. <p>Position K-4: Programmer-5 marks</p> <p>1. Minimum Qualification- 3 marks</p> <p>University degree in graphic design, digital design or similar major/concentration.</p> <p>Experience- 5+ years of experience in Adobe Photoshop, Adobe After Effect, and Articulate Storyline 360.</p> <p>2. Desirable qualification- 2 marks</p> <ul style="list-style-type: none"> ● Good understanding of Adobe Creative Cloud 	
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		<ul style="list-style-type: none"> ● UX Design principles, Photoshop, Illustrator, Dreamweaver, Sound Forge. <p style="text-align: center;"><i>Disclaimer- Without prejudice to any other terms and conditions, the bidding firm shall be awarded zero marks on non-fulfilment of mandatory qualification.</i></p>	
4	<p>Understanding of the scope of work</p> <p>Mode of presentation- Offline Time allotted for presentation- 30 mins Q&A session- 15 mins</p>	<p>Presentation shall be evaluated on the following points;</p> <p>1) Overall understanding of the project, its purpose, aim and objective, Scope, and required services, concept of the work and requirements- 10 marks</p> <p>2) Used case presentation on work plan, delivery mechanism, resource allocation, execution strategy, innovation Etc.- 20 marks</p>	30
		Total Marks	100

Note:

1. For all Citations, ongoing projects will be considered for evaluation if the completed component of the project meets the project value requirements. Bidders, in such cases will have to furnish - Copy of Contract/ Work Order and Certificate from the Client/ Authorized Signatory clearly mentioning the completed component of the project and the value of the completed component.
2. Any wrong information submitted in CVs could be liable for termination of the contract.

Commercial Bid

Tier-1/ Tier 2 (please mark the tick)

Quotation for Content development

S.No	Particulars	LEVEL 1	LEVEL 2	LEVEL 3
A	Price/ Hour (₹) Inclusive of all taxes	₹	₹	₹
B	Language adaptation/language/Hour (for voice over and video) Inclusive of all taxes	₹		
C	Language Translation/ 100 words	₹		
D*	Total Price (A+B+C) Inclusive of all taxes	₹	₹	₹

***Part D shall be used for the purpose of determination of Least Cost under Each level separately**

General Instructions:

1. Quote submitted by bidders shall be inclusive of all costs. The selected bidder shall not be permitted to charge any separate fee for utilizing or deploying any software/tools/ licenses (VB, MS Office, JIRA etc.) obtained from any third party or any proprietary software in performance of the services under the project.
2. CBC shall scrutinise the Commercial bids of technically responsive bidders and based on that, CBC shall discover the least cost against each level viz Level 1, Level 2 & Level 3, and declare such bidders as L1 at each level.
3. Notwithstanding anything contained in the provisions of RFP, L1 Bidder/s who quotes the least price against;

- Level 1 shall be given 50 Hrs of guaranteed work for each tier.
 - Level 2 shall be given 25 Hrs of guaranteed work for each tier.
 - Level 3 shall be given 25 Hrs of guaranteed work for each tier.
4. The technically responsive bidders shall be called for matching the prices as per Sr. 2. Bidders who agree to match the said prices shall be empanelled for each tier separately, subject to fulfilment of other terms and conditions of RFP.
 5. Empanelled bidder/s for each tier shall be given work based on the requirement by CBC/ TIs/MDOs that may arise from time to time.
 6. Travel & logistics, if any shall be borne by the vendor.
 7. The Empanelment rates shall remain intact until the expiration of Empanelment.
 8. Without Prejudice to any other terms and conditions, CBC/ TIs may at its discretion is entitled to add/omit anything at the stage of awarding the work.

PART-B

Quotation for Instructor Led Training (ILT)

price/ Man-Hour (₹)	₹
Tax (₹)	₹
Total price/ Man-Hour (₹)	₹

1. Based on the responses in commercial bid, CBC shall discover the price for Tier1 & 2 separately for ILT. The discovered price will be considered as Empaneled price. Bidder/s who agrees to match the said price shall be empaneled for future works.
2. ILT price would not be considered for determination of L1.