

Responses to Pre Bid Queries against RFE No. 03-13/2022-CBC for Design, Development, Delivery and Implementation of Large-Scale Training Interventions for Government Officials dated 1st September 2022

#	Section Name & No.	Page No.	Statement as per tender document	Query by bidder	Reason for Query	Responses by CBC
1	4. Scope of Work	11	For the success of this project, selected bidder will carry out the analysis of surveys/ reports conducted by the MDO, if any. Also customer interaction study, wherever applicable, in different parts of the country to identify pain points and solutions may need to be carried out as per the needs of MDOs, followed by a report submission.	How is this different from the Multi-tier Training Needs Analysis (TNA) i.e. <i>The Consultant will carry out a detailed training needs analysis for each of these tiers. This will be done in collaboration with and inputs from the concerned MDO.</i> given on page 12	To understand how the outcome of the 2 analysis is different from each other	Customer Interaction Study could also be part of Multi Tier TNA
2	4. Scope of Work	12	The first level will be the training of Master Trainers by the Consultant/s.	1. Who are master trainer? 2. How will they be selected? 3. What will be the approximate number of master trainers? 4. What will be the approximate number of staff? 5. How many MDOs are covered? 6. What is the mode of training - workshops/classroom sessions/webinars?	To understand better the participant pool	1. Master Trainers would primarily be the employees of the MDO itself who would impart training to the rest of the staff, but in some cases, as per the requirement, Master Trainers may be from outside the Government. 2. To be decided by MDO. 3. As per the need of the project. 4. As per the MDO. 5. Any of 93 MDOs and its Agencies. 6. As per the requirement of the Intervention.
3	4. Scope of Work	14	ii. Design and development of course content: The Consultant will work in conjunction with the Ministry/Department to determine the competencies that the coursework will help build for trainees.	1. For function content, will the MDO provide content? 2. Please confirm if the bidder will only be responsible for creating course and impart training based on the raw content provided by CBC/Ministries/Department.	To understand better the scope of work and accountability of the bidder	1. MDO may provide the subject matter expert / domain expert if required and/ or content. 2. Consultant/ Selected bidder will develop course content and impart training in consultation with MDO/ CBC.
4	4. Scope of Work	12	ii. Design and development of course content: The Consultant will impart training to Master Trainers in the format agreed upon by the Ministry/Department.	1. Please elaborate on the type of format for the training. 2. Will the trainings need to be conducted inperson, virtual or both?	To understand better the scope of work	As per the requirement of the concerned MDO/ Project/ Intervention.
5	4. Scope of Work	13	viii. Create a model for impact evaluation: This impact assessment module will be designed in alignment with existing assessment frameworks associated with Mission Karmayogi and iGOT KY.	Kindly share more information on the assessment frameworks associated with Mission Karmayogi and iGOT KY.	To understand the assessment framework currently deployed	Each Large Scale Training Intervention should be accompanied by Impact Assessment mechanism at the time of designing the intervention including any third party assessment requirements.
6	Miscellaneous	N.A.	N.A.	Kindly confirm that financial bid does not have to be submitted	To understand compliance requirements	Understanding is correct

7	8 Pre- Qualificatio n Criteria	26	Parameter: 3. Experience Requirement: Must be in the business of Large-Scale Training Interventions for at least five years starting from 2017-2018. Supporting Document: Self-certified declaration from Authorized Signatory and at least 1 work order from 2017-18 and 1 from 2020-21.	We understand that for pre qualification, past work with PSUs or Central/state govts or Private sectors will be considered. Please confirm if our understanding is correct	To better understand the pre-qualification criteria	Understanding is correct. Documents to be submitted as mentioned in the tender document. Refer Corrigendum
8	8 Pre- Qualificatio n Criteria	27	Parameter: 5. Annual Turnover Requirement: The bidding firm shall have a financial turnover of INR 1,00,00,000 per annum from Large Scale Training Interventions, in at least 3 financial years in any of the last 5 financial years starting from 2017-18. Supporting Document: Certificate from Auditors/CA firm / Audited Financial Statements for financial years as mentioned/ letter of declaration on company letter head if financial statements are under audit	We understand that for pre qualification, past work with PSUs or Central/state govts or Private sectors will be considered. Please confirm if our understanding is correct	To better understand the pre-qualification criteria	Documents to be submitted as mentioned in the tender document. Refer Corrigendum
9	8 Pre- Qualificatio n Criteria	27	Parameter: 6 (i) Experience in Large Scale Training Interventions Requirement: Must have experience in design, development, delivery and implementation of large-scale training interventions in public and/ or private sector, in at least 3 financial years in the last 5 financial years starting from 2017-18. Supporting Document: Copy of Contract/ Work Order and Completion Certificates by Client certified by the Authorized Signatory on Company's letterhead.	We understand that for pre qualification, past work with PSUs or Central/state govts or Private sectors will be considered. Please confirm if our understanding is correct	To better understand the pre-qualification criteria	Understanding is correct. Documents to be submitted as mentioned in the tender document
10	8 Pre- Qualificatio n Criteria	27	Parameter: 6 (ii) Experience Requirement: The Bidder must have successfully conducted Large Scale interventions of cumulative order value of not less than INR 2 crores with any Central/ State Government/ PSU/ Government Agencies in India in last 5 (five) years (April '2017 to July'2022), with minimum work order/ contract value of not less than INR 25 Lakhs. Supporting Document: Copy of Contract/ Work Order and Completion Certificates by Client certified by the Authorized Signatory on Company's letterhead.	We understand that for pre qualification, past work with PSUs or Central/state govts will be considered. Please confirm if our understanding is correct	To better understand the pre-qualification criteria	Understanding is correct. Documents to be submitted as mentioned in the tender document. Refer Corrigendum
11	9 Technical Evaluation Criteria/ Framework	31	Presentation made to the Selection Committee	What is the tentative date for the presentation? How many days notice will be given?	To understand compliance requirements	Shall be notified in due course. Minimum 3 working days time will be given
12	9 Technical Evaluation Criteria/ Framework	31	Presentation made to the Selection Committee	Will the presentation be in person or virtual? What will be the duration of the presentation?	To understand compliance requirements	The Presentations may be in both modes. Duration shall be notified in due course.
13	9 Technical Evaluation Criteria/ Framework	31	Presentation made to the Selection Committee	Is the presentation to be submitted along with the technical bid?	To understand compliance requirements	Understanding is correct

14	9 Technical Evaluation Criteria/ Framework	31	Presentation made to the Selection Committee b) Approach, methodology and work plan	For work plan we understand timelines are not required, since number of participants are not known. Is our understanding correct?	To understand compliance requirements	Understanding is correct.
15	9 Technical Evaluation Criteria/ Framework	32	Presentation made to the Selection Committee c) Organization Structure and Staffing 15 marks	Our understanding is that the organization structure and staff is the same as the 5 profiles requested? Is our understanding correct? Or Are we required to show additional project resources?	To understand compliance requirements	Yes. Bidder may include additional profiles.
16	9 Technical Evaluation Criteria/ Framework	33	Presentation made to the Selection Committee d) Any 3 case studies/ reports of LSIs conducted in last 3 years between 1500 to 2000 words (5 x 3 = 15 marks) e) Impact Assessment of the three case studies at point d above (5 x 3 = 15 marks)	Is there is format for the case study submission given we have to write 1500 - 2000 words case study?	To understand compliance requirements	Bidders may submit written case studies on their letterhead.
17	9 Technical Evaluation Criteria/ Framework	34	Presentation made to the Selection Committee d) Any 3 case studies/ reports of LSIs conducted in last 3 years between 1500 to 2000 words (5 x 3 = 15 marks) e) Impact Assessment of the three case studies at point d above (5 x 3 = 15 marks)	We understand that, past work with PSUs or Central/state govts or Private sectors will be considered. Please confirm if our understanding is correct	To understand better the technical bid requirements	Understanding is correct
18	9 Technical Evaluation Criteria/ Framework	34	Presentation made to the Selection Committee d) Any 3 case studies/ reports of LSIs conducted in last 3 years between 1500 to 2000 words (5 x 3 = 15 marks) e) Impact Assessment of the three case studies at point d above (5 x 3 = 15 marks)	We understand that, by impact assessment we mean the framework we put in place for assessing the impact of the training and the improvement seen in participants. Please confirm if our understanding is correct	To understand compliance requirements	Understanding is correct
19	11.5 Annexure 5 – Bidder’s General Information	51	Bidders are requested to furnish the following information and enclose along with quotation.	What is the meaning of quotation here?	To understand compliance requirements	Refer Corrigendum
20	11.5 Annexure 5 – Bidder’s General Information	51	10. No. of manpower on bidder’s payroll	Our understanding is that the manpower referred here is the total manpower on payroll of the bidder. Please confirm if our understanding is correct	To understand compliance requirements	Understanding is correct
21	Annexure 11: Format of Index/ Table of Contents	61	Annexure 11: Format of Index/ Table of Contents	Is the annexure format to be replicated for e-file 2 & e-file 3?	To understand compliance requirements	Understanding is correct
22	2 Acronyms & Definition(s) section no. 2	8	Large Scale Intervention are mainly behavioural and functional trainings of Group B and Group C officials in the MDOs with audience 100 or above.	Do large scale training interventions at the state level also qualify for applying?	We have trained more than 11000 (largely from ULBs) officials in public/private sector across 33 states and UTs since it's inception in 2011, but not all of them from MDOs.	Yes

23	3 Data sheet Section No. 3.8	11	Janpath, New Delhi – 1.	The pre bid meeting will be conducted through online?	To check the possibility to attend online	Refer Meeting Notice
24	10 Terms of Business Section 10.10	35	10.10 Resource Replacement The selected agency on being awarded the work by the concerned MDO under this RFE, should deploy only the manpower of which the CVs/ resumes are being submitted for technical evaluation criteria at Section 9 of this RFE. Substitution of key personnel will be allowed in compelling or unavoidable situations only with the prior approval of CBC/ concerned MDO and the substitute shall be of equivalent or higher credentials. Such substitution may be limited to not more than Two (02) of total key personnel, subject to equally, or better qualified and experienced. In furtherance to above, MDO may at its discretion impose a penalty for resource replacement after issuance of work order, as applicable.	If, in future, there is a requirement for different skills and abilities based on the MDO's TNA, to replace more than two personnel, what is the procedure to appoint/ nominate different personnel from our organisation?	To match the skills/ competencies of the personnel involved, based on the MDO's TNA	Agencies are expected to list as many resources as per requirement of the Scope of Work. Any addition/ substitution of an additional resource, will be as per requirement of the concerned MDO with comparable profiles. Refer Corrigendum
25	4.Scope of Work iv.Creation of end of course assessments :	Page No 12	The Consultant will be responsible for the creation of end-of-course assessments for both levels of training interventions mentioned at (i). above. In addition, the Consultant will also develop the certification criteria for each of the two levels of interventions, keeping in mind national and global benchmarks.	Is the consultant responsible for end of course assessment and certification of both Master Trainers as well as other officials trained by Master Trainers	Need more clarity on assessment and certification	Yes
26	4.Scope of Work viii.Create a model for impact evaluation:	Page No 13	The Consultant will design and develop an impact assessment module so that impact of the project may be assessed by a third party as decided by the concerned Ministry/Department and the Capacity Building Commission (CBC). This impact assessment module will be designed in alignment with existing assessment frameworks associated with Mission Karmayogi and iGOT KY. In particular the impact assessment should measure the improvement in targeted performance of trained Government officials/ staff where relevant, by assessing improvement in service delivery as per citizen perceptions.	Need more clarity on the impact assessment of the project by the third party	Understanding the mechanism of impact assessment by the third party shall make the process transparent and effective.	Each Large Scale Training Intervention should be accompanied by Impact Assessment mechanism at the time of designing the intervention including any third party assessment requirements.
27	6.7.1 Section 5	Page No 17	For Tier-2, DPIIT recognized certificate and request for seeking exemptions on the company's letter head	What kind of recognized certificate required for exemption	Clarity on documents to be submitted	Please refer DPIIT website and https://www.startupindia.gov.in for details on DPIIT startup recognition.
28	7.3.1 Stage 3: Empanelment of successful bidder	Page No 24	a) Only 1 proposal will be accepted from one firm .f)The technical parameters for evaluation of the bidders shall remain the same for bidders applying in both the tiers.	Clarification required for points a) and f) which are contradictory in nature for firms to apply for the given categories	Need clarity if bidders can apply for anyone tier or both.	The said clause implies that the bidder can either apply in tier 1 or tier 2. However, evaluation criterion for both the tiers will remain exactly the same as mentioned in RFE document.

29	8 Pre- Qualificatio n Criteria Legal Entity/ Registration of Company	Page No 26.	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 8 years	Societies/ Universities incorporated by govt. act to be added to the list of bidders who can participate/ apply	Universities do not fall under companies act and are incorporated by state legislature	Refer Corrigendum
30	10.10 Resource Replacemen t	Page No 35	Substitution of key personnel will be allowed in compelling or unavoidable situations only with the prior approval of CBC/ concerned MDO and the substitute shall be of equivalent or higher credentials. Such substitution may be limited to not more than Two (02) of total key personnel, subject to equally, or better qualified and experienced. In furtherance to above, MDO may at its discretion impose a penalty for resource replacement after issuance of work order, as applicable.	It is suggested to give more flexibility in capping the number of substitutions (2) of key personnel during the empanelment period	The substitution with equal and higher credentials with key resources deployed for the project under unavoidable circumstances and compelling situations is a likely possibility given the empanelement period of 2-3 years	Agencies are expected to list as many resources as per requirement of the Scope of Work. Any addition/ substitution of an additional resource, will be as per requirement of the concerned MDO with comparable profiles. Refer Corrigendum
31	Pre- Qualificatio n Criteria Sr. No. 3 - Experience	26	<u>Requirement</u> Must be in the business of Large-Scale Training Interventions for at least five years starting from 2017-2018. Supporting Document Self-certified declaration from Authorized Signatory and at least 1 work order from 2017-18 and 1 from 2020-21.	May be rephrased as: <u>Requirement</u> Must be in the business of Large-Scale Training Interventions for at least five years starting from 2017-2018 or before. Supporting Document Self-certified declaration from Authorized Signatory and at least 1 work order from 2017-18 or before and 1 from 2020-21.	We have been in capacity Building and Trainings for more than 10 years now. Any work order prior to specific year 2017-18 should also be able to prove that required experience is there.	Refer corrigendum.

32	Pre- Qualificatio n Criteria Sr. No. 5 - Experience	27	The bidding firm shall have a financial turnover of INR 1,00,00,000 per annum from Large Scale Training Interventions, in at least 3 financial years in any of the last 5 financial years starting from 2017-18.	<p>May be rephrased as:</p> <p>'The bidding firm shall have a financial turnover of INR 5,00,00,000 per annum from Large Scale Training Interventions / consulting assignments , for at least 3 financial years within the last 5 financial years starting from 2017-18.</p>	<p>1. Domain specific turnover couldnot be obtained and thus overall turnover of the organization may be considered.</p> <p>2. Consulting domain for us includes capacity Building & Trainings and allied activities.</p> <p>3. Higher turnover benchmark of INR 5 cr may be put to ensure that the empanelled agency has the financial capability to execute Large scale projects.</p>	Refer Corrigendum
33	Pre- Qualificatio n Criteria Sr. No. 6 (i) - Experience in Large Scale training Intervention s	27	<p><u>Requirement</u> Must have experience in design, development, delivery and implementation of large-scale training interventions in public and / or private sector, in at least 3 financial years in the last 5 financial years starting from 2017-18.</p> <p><u>Supporting Document</u> Copy of Contract/ Work Order and Completion Certificates by Client certified by the Authorized Signatory on Company's letterhead.</p>	<p>Request to rephrase the requirement as below:</p> <p><u>Requirement</u> Must have experience in design, development, delivery and implementation of large-scale training interventions in public and / or private sector, in at least 3 financial years in the last 5 financial years starting from 2017-18.</p> <p><u>Supporting Document</u> Copy of Contract/ Work Order and / or Completion Certificates by Client certified by the Authorized Signatory on Company's letterhead.</p>	<p>Many large Training orders are spread over multiple years and both work orders and completion may not be available for all projects especially for on-going projects.</p>	Refer Corrigendum

34	Pre- Qualificatio n Criteria Sr. No. 6 (ii) - Experience	27	<p><u>Requirement</u> The Bidder must have successfully conducted Large Scale interventions of cumulative order value of not less than INR 2 crores with any Central/ State Government/ PSU/ Government Agencies in India in last 5 (five) years (April '2017 to July'2022), with minimum work order/ contract value of not less than INR 25 Lakhs.</p> <p><u>Supporting Document</u> Copy of Contract/ Work Order and Completion Certificates by Client certified by the Authorized Signatory on Company's letterhead.</p>	<p>Request to rephrase the requirement as below:</p> <p><u>Requirement</u> The Bidder must have successfully conducted Large Scale interventions of cumulative order value of not less than INR 2 crores with any Central/ State Government/ PSU/ Government Agencies in India in last 5 (five) years (April '2017 to July'2022), with minimum work order/ contract value of not less than INR 25 Lakhs.</p> <p><u>Supporting Document</u> Copy of Contract/ Work Order and / or Completion Certificates by Client certified by the Authorized Signatory on Company's letterhead.</p>	<p>Many large Training orders are spread over multiple years and both work orders and completion may not be available for all projects especially for on-going projects.</p>	Refer Corrigendum
35	Pre- Qualificatio n Criteria Note : b.	28	<p>(b) For Tier 2, DPIIT recognized start ups may apply and seek exemptions in the clauses as below -Sr. No (2) to Sr. No. (6) as mentioned above, on submission of DPIIT recognition certificate along with request on company's letter head seeking exemption.</p>	<p>Request to rephrase the requirement as below:</p> <p>(b) For Tier 2, DPIIT recognized start ups or registered MSMEs may apply and seek exemptions in the clauses as below - Sr. No (2) to Sr. No. (6) as mentioned above, on submission of DPIIT recognition certificate / MSME registration certificate along with request on company's letter head seeking exemption.</p>	<p>MSME registration is also widely used across government organizations to provide relief and encourage participation from small enterprises in various government projects. Thus relief and exemption for MSME registered organizations may be provided along with DPIIT registration holders.</p>	No change in this clause.
36	6.Instruction s to Bidders 6.1 Eligibility	14	<p>Bids can be submitted by any Agency with expertise in large-scale training interventions for Government officials. For details on Eligibility, kindly refer to the Pre-Qualification Criteria at Section 8 of this tender document.</p>	<p>To allow for agencies for being considered as eligible that have expertise in large-scale training interventions / behavioral change training interventions delivered to all kind/categories of beneficiaries</p>	<p>To allow for participation of agencies that have a proven track records of delivering outcome based training program to even non government officials as lot capacity building has been undertaken under various GOI schemes</p>	The bidders are allowed.

37	8 Pre-Qualification Criteria Sr.# 2	26	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 8 years	Request for bidders having the requisite competencies and incorporated and registered in India under the Indian Companies Act 1956/ LLP Act 2008 and operating for more than 5 years to be considered as eligible	As in most of the Pre-Qualification Criteria the requisite duration had been allowed for last 5 years starting from 2017-18 thus request to allow for companies in operations for last 5 years to be considered as eligible	Refer Corrigendum
38	Section 8 Pre Qualification Criteria	26	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 8 years	You are requested to kindly amend this clause as-: The bidder must be incorporated and registered in India under the Indian Companies Act 1956/ LLP Act 2008 or Societies Registration Act 1860 & subsequent amendments thereto and should have been operating for the last 8 years	We understand that the bidders registered under the Societies Registration Act 1860 are also capable to undertake this assignment.	Refer Corrigendum
39	3. Data Sheet	11	7. Place of Pre-bid meeting	Request if pre-bid meeting can be conducted online and meeting link can be provided	-	Uploaded on CBC website
40	3. Data Sheet	11	Last date of Bid Submission: 22 September 2022	Request atleast 01 week of extension for submission of bid	Given the requirements of the RFE and assimilation of details required for putting together the proposal, we request atleast 01 week of extension in timeline to 29 September 2022 for bid submission	Refer Corrigendum - Extension of Dates

41	2. Acronyms & Definitions	8	LSI - Large Scale Intervention are mainly behavioural and functional trainings of Group B and Group C officials in the MDOs with audience 100 or above.	Request to include Group A officers as well to definition of LSI	In most MDOs, behavioural training is accorded to Group A officers through B-schools, with the expectation of cascading effect within the organization. Functional training is largely accorded by the department's themselves or Govt. capacity building academies, which are usually headed / lead by Group A officers. Hence, requesting inclusion of Group A and leadership officers training as part of this criteria for qualification	In the definition of LSI, it has been mentioned Group B & C employees only.
42	4. Scope of Work	12	The first level will be the training of Master Trainers by the Consultant/s.	Request clarity on definition and selection process of master trainers	Please clarify if master trainers are also be provided by Consultant, or shall be staff of MDO. Will the honorarium of the master trainers be paid by the consultant. In case of staff of MDO, please clarify if these trainers are to be selected by the Consultant shall be nominated by the MDO	Master Trainers would primarily be the employees of the MDO itself who would impart training to the rest of the staff, but in some cases, as per the requirement, Master Trainers may be from outside the Government.
43	8. Pre-qualification criteria	27	5. Turnover - The bidding firm shall have a financial turnover of INR 1,00,00,000 per annum from Large Scale Training Interventions, in at least 3 financial years in any of the last 5 financial years starting from 2017-18.	Request modification to - <i>'The bidding firm shall have a financial turnover of INR 1,00,00,000 per annum in at least 3 financial years in any of the last 5 financial years starting from 2017-18.'</i>	As general practice for insitutions, turnover in audited financial statements are not categorized by type of training (i.e. LSI) since multiple and overlapping training programs are conducted. Hence such document shall be difficult to produce.	Refer Corrigendum

44	8. Pre-qualification criteria	27	6 (ii) Experience - The Bidder must have successfully conducted Large Scale interventions of cumulative order value of not less than INR 2 crores with any Central/ State Government/ PSU/ Government Agencies in India in last 5 (five) years (April '2017 to July'2022), with minimum work order/ contract value of not less than INR 25 Lakhs.	Request clarity - Does this criterion require a single experience to be showcased of INR 02 crore or multiple experiences cumulative to 02 crore. Additionally, is INR 02 crore value to be showcased on each financial year or overall.	-	Refer Corrigendum The total value of projects from LSIs conducted from April, 2015 to March, 2022 should not be less than 1 crore and each work order/ contract showcased must not be less than 25 Lakhs.
45	10. Technical Evaluation criteria/ Framework	31	3. With regard to the CVs/ Resumes to be provided against Sr.No. 4 of the aforementioned technical evaluation criteria, the bidder has to give an undertaking on the company's letterhead signed and stamped by the authorized signatory stating that only the key personnel showcased in the technical proposal against this tender document number 03-13/2022-CBC shall be deployed under the Scope of Work in this tender document. Resource replacement, if any, shall be in line with the clause 10.10 in this tender document.	Request clarity - Can different resources be used in case of multiple or parallel programs being conducted i.e. with different MDOs which overlap in timelines.	Given the nature of empanelment and the spread of MDOs across India, there is a chance multiple parallel programs being conducted across 2 or more MDOs at the same time. Given such a scenario, request clarity if different resources of similar profiles be deployed for training with consent and approval of CBC and respective MDO as per scope of work?	Yes. With prior permission from CBC/ concerned MDO, as applicable.
46	General Query	-	-	Request clarity - Will subcontracting be permitted as part of each WO/ Contract with MDO	Given the training requirements, certain aspects of scope of work may be subcontracted by the bidder for high-quality delivery	No sub-contracting/ consortium shall be allowed.
47	Acronyms & Definition(s)	8	LSI Large Scale Intervention are mainly behavioural and functional trainings of Group B and Group C officials in the MDOs with audience 100 or above.	We suggest that this definition may be changed to- <i>LSI Large Scale Interventions are mainly trainings of government officials in Central/ State Government/ PSU/ Government Agencies with audience 100 or above.</i>	It is not possible to clearly identify the turnover and project value that involved specifically 'behavioural and functional' trainings of 'group B and group C' officials. Further, state governments, PSUs and other government agencies may also be considered.	No change.

48	Pre-Qualification Criteria, 8, point no. 1	26	A Bidder is required to Bid on its own and no Joint Ventures or Consortiums are permitted.	We suggest that JV / Consortium may be allowed	The delivery of this project would require understanding about the MKY project and programme management in addition to the training delivery and certification which are provided by a training institute.	No change in this clause
49	Pre-Qualification Criteria, 8, point no. 1	26	A Bidder is required to Bid on its own and no Joint Ventures or Consortiums are permitted.	We suggest that this clause may be changed to- <i>The consultant can sub-contract and propose key experts on third party payrolls for part of the services (not whole of the services), while retaining the full responsibility for the services during the RFP stage.</i>	Some of the resources required may not be available as and when required by the MDOs at the RFP stage.	No change in this clause
50	Pre-Qualification Criteria, 8, point no. 5	27	The bidding firm shall have a financial turnover of INR 1,00,00,000 per annum from Large Scale Training Interventions, in at least 3 financial years in any of the last 5 financial years starting from 2017-18.	We understand that the "Large Scale Training Interventions" will include training interventions in public and/ or private sector. Kindly confirm.	There are large scale training interventions which have been conducted in both public and private sector projects	Understanding is correct. Refer corrigendum.
51	Pre-Qualification Criteria, 8, point no. 5	27	The bidding firm shall have a financial turnover of INR 1,00,00,000 per annum from Large Scale Training Interventions, in at least 3 financial years in any of the last 5 financial years starting from 2017-18.	We request that this clause be changed to - <i>The bidding firm shall have a financial turnover of INR 1,00,00,000 per annum from Consulting assignments that include scope for conducting Large Scale Training Interventions, in at least 3 financial years in any of the last 5 financial years starting from 2017-18.</i>	The consolidation of revenue happens at the Line of Services level and Consulting is one of the Line of Service	Refer Corrigendum
52	Pre-Qualification Criteria, 8, point no. 6 (ii)	26	The Bidder must have successfully conducted Large Scale interventions of cumulative order value of not less than INR 2 crores with any Central/ State Government/ PSU/ Government Agencies in India in last 5 (five) years (April '2017 to July'2022), with minimum work order/ contract value of not less than INR 25 Lakhs.	We suggest that this clause be changed to- <i>The Bidder must have successfully conducted Large Scale interventions of cumulative order value of not less than INR 1 crores with any Central/ State Government/ PSU/ Government Agencies in India in last 5 (five) years (April '2017 to July'2022), with minimum work order/ contract value of not less than INR 25 Lakhs.</i>	We believe that cumulative order value of INR 1 crore shall be sufficient for this assignment	Refer Corrigendum

53	Technical Evaluation Criteria/ Framework, 9, Note: point no. 3	31	With regard to the CVs/ Resumes to be provided against Sr.No. 4 of the aforementioned technical evaluation criteria, the bidder has to give an undertaking on the company's letterhead signed and stamped by the authorized signatory stating that only the key personnel showcased in the technical proposal against this tender document number 03-13/2022-CBC shall be deployed under the Scope of Work in this tender document.	We request that the substitution of key personnel be allowed at the RFP stage without any penalty	We understand that this is the RFE stage and actual work as per the scope will come at a later stage. The availability of resources as proposed at the EoI stage cannot be committed as there is no clarity about when and for how long will the resources be required by MDOs	Agencies are expected to list as many resources as per requirement of the Scope of Work. Any addition/ substitution of an additional resource, will be as per requirement of the concerned MDO with comparable profiles. Refer Corrigendum
54		35	Substitution of key personnel will be allowed in compelling or unavoidable situations only with the prior approval of CBC/ concerned MDO and the substitute shall be of equivalent or higher credentials. Such substitution may be limited to not more than Two (02) of total key personnel, subject to equally, or better qualified and experienced. In furtherance to above, MDO may at its discretion impose a penalty for resource replacement after issuance of work order, as applicable.	We request that this clause be changed to - <i>In furtherance to above, MDO may impose a penalty for resource replacement after issuance of work order. The details of such penalty will be provided at the RFP stage.</i>	The details / quantum of penalty that may be imposed on the bidder is not clear	Refer Corrigendum
55	Scope of work, 4	11	Also customer interaction study, wherever applicable, in different parts of the country to identify pain points and solutions may need to be carried out as per the needs of MDOs, followed by a report submission.	Pls clarify the specific locations where the team is required to work	This will be required to assess the availability of resources as per the <u>geographic locations</u>	Shall be communicated at a later stage at the time of invitation of bids/ limited tender issued by the concerned MDO.
56	Scope of work, 4, sub-point (v)	13	On the basis of performance in the end-of-course assessment (designed at iv above), participants of both training interventions will be awarded certification by the Consultant.	We request that this requirement of certification may be removed.	We do not provide training certification but can arrange if consortium/ JV is allowed	Refer Corrigendum
57	Technical Evaluation Criteria/ Framework, 9, S.No. 2 point no. (e)	31	Impact Assessment of the three case studies at point d above (5 x 3 = 15 marks)	We request that this condition be relaxed and 15 marks be apportioned to points mentioned from 2 (a) to 2 (d). The marking scheme shall be revised accordingly.	The formal impact assessment for the case study might not have been a part of the scope of the work done by the bidder.	Refer Corrigendum
58	Stage 4: Post Empanelment Process, 7.3.4 a and b	25	a)The empanelled bidder/s may be required to sign a non-disclosure agreement (NDA) with the concerned MDO as per the directions of the MDO. b) On signing of the NDA, empanelled bidder/s for each tier shall be given work based on the requirement by MDOs that may arise from time to time. The CBC also, may, allocate/ award suitable work, after following due process, to any of the empanelled bidders.	The format of the NDA is not provided in the RFP and we understand that the same will be provided by the client at a later stage.	Format of NDA is required.	The format shall be provided at the time of Invitation of bids/ issuance of the letter of Award by the concerned MDO.

59	Pre-qualification , 8 point 7	27	The bidder should not be banned/ disqualified/ debarred/blacklisted by any Central/ State Government/ Ministry/ Department or PSU as on the date of bid submission.	The Client is requested to revise the pre-qualification regarding blacklisting/ debarment. Entities that are not blacklisted / debarred at the time of the submission of bid should be allowed to participate in the tender process. Further, entities whose blacklisting was subsequently revoked / set aside should also be allowed to participate in the tender process.	Allow entities whose blacklisting was subsequently revoked / set aside	Bidders/ firms/ entities who are not blacklisted by any Central State Govt body as on last date of bid submission, may apply.
60	Deviations 6.14	20	The bidder shall not provide for any deviations in the bid. If Capacity Building Commission is of the opinion that the bid contains any deviation, then Capacity Building Commission reserves the right to seek withdrawal of any such deviation before considering the technical and commercial bid.	We request you to allow the bidder to include comments to the ToR section in the proposal.	This is required since there may be certain contractual clauses related to scope of work that would need discussion with client during contracting stage.	No change in this clause.
61	No reference in RFP	-	-	It is requested that if there are any circumstances that reasonably restrict travel or physical presence of our personnel at your office / location, then without prejudice to your payment obligations, you shall allow such personnel to work from home or other remote location till the time such reasonable restrictions exist. Any delay / default in performing our obligations arising from such restrictions, shall not be attributable to us and shall not be considered a breach of contract on our part and no consequent damages / penalties etc. arising therefrom would be imposed on us under the Contract.	Unforeseen circumstances may lead to delays	No change. In case of any Force Majeure incident as mentioned in clause 10.14 at page 38 of the tender document, necessary steps shall be taken.
62	Scope of Work, 4	11	For the success of this project, selected bidder will carry out the analysis of surveys/ reports conducted by the MDO, if any	We understand that the analysis shall be conducted on the surveys/data provided by MDO. However, 'validating the correctness of data' shall not be part of bidder's scope of work.	Correctness of data can only be assessed by the concerned MDO	Understanding is correct.
63	8. Pre-qualification Criteria	26	A Bidder is required to Bid on its own and no Joint Ventures or Consortiums are permitted.	We have our own subsidiary for training business and training deployment. Therefore we will be submitting our bid and providing details of our subsidiary as well. Kindly note that this is not a consortium. Kindly confirm that the same is acceptable	Eligibility	The bidder may submit an undertaking along with the shareholding pattern and balance sheets certified by Statutory Auditors of both the companies (primary and subsidiary)
64			Should the approach and methodology feature in proposal? Or does it need to be only showcased during bid presentation?			The proposal should feature a chapter on approach and methodology and showcase in the presentation as well.

65		Geographical distribution of the project since it covers all centre, state etc.?		It can be across the Indian territory. The exact location shall be conveyed by concerned MDO at the time of invitation of bids or release of limited RFP.
66		The prequalification mentions work order from 2017 and 2021 so can it include a work order from 2022?		Refer Corrigendum
67		Does previous experience of working with government include centre, state and PSUs?		Yes.
68		The qualification of members include Masters in Behavioural Science, could it be extended to in MBA in HR?		Yes. Masters in Behavioural Science or MBA in HR or any other equivalent post graduate degree
69		What exactly would be the role of the Technical and Analytics team in this project?		Data Collection and Analytics
70		Can we include employees on retainership along with full term employees in the bid?		Yes
71		Amongst the Behavioural Change Experts, it is expected to list workshops conducted (5 in the past 5 years or 10 in the last 10 years), but would it be okay if the workshops pertained to the one or few projects? Or does each workshop be concerning a separate project?		Understanding is correct. Bidders may showcase the workshops as they may deem fit.
72		On page 31, it is requested to showcase 3 case studies from last 3 years, can it be extended to last 5 years?		Refer Corrigendum
73		Wouldn't the approach & methodology vary across MDOs so would the same team profiles be submitted since depending on the MDO, the agency may want to include some specialists?		A general approach & methodology is expected. Right now the Commission is looking for the agency's standard capacity. On case by case basis, the agency can include specialists at a later stage as per the requirement of MDO.
74		Since payment is made in tranches, would penalties or partial payment be made on the small tranches of payment?		On full contract value.
75		Regarding IPR, although most of the content is customised for the client, there may be portions which are generic and which the agency uses across clients, it would be difficult for the agency to give full rights over all content. Illumine is happy to assist CBC in rewording the clause if required, to address this issue.		No change in this clause
76		It would be difficult to produce Auditor certificate to show financials from similar projects (since LSIs are mostly part of larger projects and only a portion of the project finance is utilised for LSI related work). Could we produce a CA certificate instead?		Certificate from CA firm may be provided as per point 5 of Pre qualification Criteria
77		The agency only has past large scale behavioural training experience with non-government organisations. Could the clause be extended to include private sector experience as well?		Refer Corrigendum
78		Experience of the firm requested from last 8 years whereas of individuals from last 5 years, could the latter be also extended to 8 years?		Refer Corrigendum
79		Will MDOs already have a competency dictionary?		Some MDOs may have since CBP exercise may have ensured of it. Further, iGOT is developing one and will include the competencies if they are not already there.

80		Could resources on exclusive retainership be added?		Only full time employees to be listed.
81		How do we substantiate the clause on turnover since in a lot of projects the financials are consolidated with other elements (not related to LSI)?		Refer Corrigendum
82		The agency has undertaken specific impact assessment work - ANM - 15 marks -standalone project?		No
83		Will there be overlaps with CBC's work/RFP on ACBPs and e-learning content development?		There may be, Yes.
84		Would this RFP also include e-learning?		No
85		Can the agency list more than the prescribed 5 experts?		Yes.