

Capacity Building Commission (CBC)

(attached office under Department of Personnel and Training-DoPT, Government of India)

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Clarifications to Consultants Queries in Pre-Proposal Meeting

Title of RFP: Capacity Building Activities and Building Technology Solutions to Strengthen Panchayati Raj Institutions (PRIs) for Capacity Building Commission (CBC)
RFP No.: IN-CBC-468337-CS-QCBS

Date: 25-02-2025

Sr. No	Section / Clause no. of RFP	Page no.	Reference from RFP/ Subject	Clarification Sought	Clarification/ Response by Capacity Building Commission (CBC)
1	General		Submission deadline – 20th March'2025	We would like to request for a three-week extension on the submission deadline. This will enable us to provide you with an accurate estimation that aligns with your requirements and ensure that we offer our strongest competitive proposal.	Last date of submission is being extended to 24th March 2025.
2	Data Sheet (Clause 21.1, Part A: sl. No. 2)	36	The Consultant is required to submit the proposal on its own, and no joint ventures or consortiums are permitted. The bidding entity must be a single legal entity that can execute the project independently.	Request you to kindly confirm if outsourcing/ sub contracting is permitted? Also kindly clarify if contractual resources can be positioned as part of the project team?	Provision of Sub-Contracting shall be applicable as per terms and conditions of the RFP. Proposed team resources should be made available full time or part time as per requirement of the RFP.
3	Data Sheet, Clause 21.1, Part A: sl. No. 4 (ii)	37	The bidder must have worked with central or state-level Ministries, Departments, or Organizations for a minimum of 3 years in implementing large-scale programs in relevant sector.	Kindly confirm if the duration of the project/ contract cited with central or state-level Ministries should be of at least 3 years? Please permit contracts with bilateral/ multilateral agencies if they pertain to large scale National & State Government schemes.	This para refers to the partnership/ contract that the bidder has/had with central or state-level Ministries, Departments, or Organizations or Bilateral/ Multilateral agencies for one or more similar projects with cumulative experience of 3 years in implementing large scale capacity building program in India.

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4	Data Sheet, Clause 21.1, Part A: sl. No. 4 (iv)	37	The bidder must have experience of working with Panchayati Raj Institutions (PRIs) in the following domains for at least 2 years: i. Capacity Building: Designing and delivering training programs for PRI officials. ii. Training Modules: Customizing content to suit state-specific contexts and regional languages.	Request you to kindly also include experience in working as a PMU for capacity building and skill development & entrepreneurship projects for Rural Development Departments/ State Rural Livelihood Missions and not restrict to PRIs only. Kindly confirm if the duration of the project/ contract cited with PRI/ RD Department/ SRLMs should be of at least 2 years?	Kindly refer the Amendment to RFP in this regard
5	Data Sheet, Clause 21.1, Part A: sl. No. 4 (v)	37	The bidder must have experience in rolling out large-scale capacity-building initiatives, engaging at least 500 participants in more than 10 states simultaneously (in each contract/project). This experience should demonstrate the ability to incorporate language-specific and state-specific requirements effectively.	We understand it is required to have an experience in rolling out large-scale capacity-building initiatives, engaging a minimum of 500 participants cumulatively in more than 10 states. We would request you to please consider PMU experience in skill development with the skill development scheme engaging a minimum of 500 participants cumulatively in more than 10 states.	Kindly refer the Amendment to RFP in this regard
6	Part B: Evaluation Criteria (i)	40	Project Management Experience in working with PRIs or similar projects:	May please also consider experience of working as PMU in skilling and capacity building with Rural Development Departments/ State Rural Livelihood Missions along with PRIs.	No Change
7	Part B: Evaluation Criteria: (i)-a	40	Experience of working with elected and selected representatives at Block/ Panchayat level on capacity building, technological solutions, and training module development.	Request you to also consider experience of working in skilling, entrepreneurship & capacity building with Rural Development Departments/ State Rural Livelihood Missions/ Skill Development Missions along with PRIs. Also please allow projects undertaken for Urban Local Bodies in addition to PRIs	No Change

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8	Part B: Evaluation Criteria: (i)-b	40	Experience of rolling out/ implementation of capacity-building initiatives for at least 500 participants in each project/ contract	<p>May please consider experience of rolling out/ implementation of capacity-building initiatives for at least 500 participants overall.</p> <p>We would request you to please consider PMU experience in skill development with the skill development scheme engaging a minimum of 500 participants cumulatively</p>	No Change
9	Section 7. Terms of Reference; 3. Under Scope of Work:	77	<p>Task & Activities</p> <p>Baseline Assessment:</p> <p>i. Conduct competency and needs assessments for PRI members.</p> <p>ii. Engage stakeholders to identify gaps in governance and leadership</p>	Request you to kindly confirm the mode (online/offline) for baseline assessments.	Baseline activities to be undertaken offline.
10	Section 7. Terms of Reference; Course Structure:	78	<p>Each course will be designed to be engaging, interactive, and accessible on various devices. The course structure will include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Video lessons and tutorials <input type="checkbox"/> Quizzes and assessments <input type="checkbox"/> Gamification elements (e.g., points, badges, leaderboards) <input type="checkbox"/> Discussion forums and peer-to peer learning <input type="checkbox"/> Downloadable resources and templates 	<p>May please confirm the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Clarification on the desired level of graphics, audio and video elements expected within the SCORM package. <input type="checkbox"/> Type of videos for the online learning module. Are we looking at commission videos that require videography or licensed video footage/clips based out of existing stock images and video clips bought with copyrights? <input type="checkbox"/> What level of complex animations are required? <input type="checkbox"/> What level of gamification is required? Simple gamification for the exercises like multiple choice questions with radio buttons, drag and drop options OR complex gamification for the exercises like real-time multiplayer games, quests, etc.? <input type="checkbox"/> Can we use stock photos or commission them from scratch? 	<p>Desired level of graphics, audio and video elements will be relevant to what will be applicable to participants based on the assessments that will be conducted in the baseline. Animations can also be contextualised based on similar logic. Gamification required should be simple and easy to understood by the participants. Videos can be commissioned with licensed video footage/clips from existing stock images and video clips. Yes stock photos can be used or commissioned from scratch.</p>

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11	Section 7. Terms of Reference	80	Deliver capacity-building workshops and refresher programs. (Approx 320-360 hours per participant, targeting specific competencies)	Request you to confirm the distribution of the classroom and blended learning components for the refresher programs.	Classroom Learning: 300 hours approx Blended Learning: 60 hours approx
12	Section 7. Terms of Reference	84	Learning Management System (LMS): Mobile-optimized, multilingual platform with progress tracking and analytics.	<p>Does the term 'multilingual platform' in the context of the Learning Management System (LMS) refer to supporting multilingual content only, or does it also include the translation of the entire site user interface (UI).</p> <p>Is the Learning Management System intended to be delivered as a Software as a Service (SaaS) model, or will it be deployed under a perpetual licensing arrangement?</p> <p>Who will be responsible for providing and maintaining the infrastructure necessary for the Learning Management System, including servers, hosting, and any required IT support?</p>	<p>The entire UI, courses and the AI Chatbot will be developed in 4 regional languages of the pilot states along with english.</p> <p>The iGOT platform will be utilised for LMS purposes and the app will be linked to iGOT through APIs. Not a SaaS model but perpetual licensing agreement.</p> <p>The App and Chatbot will be developed and hosted by the bidder, the app must be compatible to iGOT for API linkages and transition to iGOT after the project duration. The bidder must prepare a transition plan after the 20 month project period to be migrated to CBC/KB Servers. It shall also be kept in mind that usage of the app can be scaled up in near future and hence shall be capable to handle high number of participants.</p>
13	Part B Evaluation and Scoring Criteria:	40	Organization and Staffing	Kindly confirm what we need to showcase under this category	Details of Consultants organisation, staffing and experience as per form TECH 2 of the RFP
14	Section 7. Terms of Reference	77	Month 1: Research, outlining, and content creation.	Will the vendor do research and create required content for this training?	Yes
15	Section 7. Terms of Reference	80	Conduct blended training sessions, including classroom learning, online modules, videos, IEC, mock exercises and field immersion. (300-360 hours per GP)	Please confirm if the bidder will be responsible for executing the training in the field? Or their role will be to support and handhold field level agencies who would be executing the training program?	The selected consultant/ firm shall be responsible for executing the training in the field.

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16	Clause 16.3 of Data Sheet	32 & 33	<p>Information on the Consultant's tax obligations in India can be found from the Ministry of Finance, Government of India website http://finmin.nic.in</p> <p>Consultants and their Sub-consultants and Experts are responsible for payment of all taxes as applicable in India.</p> <p>The Client will, however reimburse on proof of submission with relevant Government Authority, the Goods & Services Tax (GST) payable on the contract value by the consultant, as per Applicable Law in India. Statutory deductions of taxes at source (TDS), however, shall be made as applicable.</p> <p>The above only are to be shown separately in the financial proposal.</p>	The contract is mentioned as a lump sum in Section/ITC 14.1.2, but Clause 16.3 on Page 33 refers to the submission of GST bills. Could you clarify the requirement?	The GST/ taxes on the services to be provided under contract shall be applicable
17	General	75	General	Should the costing be provided for the entire 20-month project duration?	Yes
18	General	47	CHECKLIST OF REQUIRED FORMS	The format for Power of Attorney is not provided. Can we submit a PoA signed in 2009, or should we issue a new one?	The new Power of Attorney authorising the signing authority of proposal to be submitted
19	Form Tech-4	53	FORM TECH-4 (FOR FULL TECHNICAL PROPOSAL ONLY)	Do we need to submit both the Full Technical Proposal and the Simplified Technical Proposal?	Only Full Technical Proposal to be submitted
20	FORM TECH-5	55	FORM TECH-5	The work plan should be prepared for 20 months, as referenced on Page 82. Can you confirm?	Yes
21	FORM TECH-6	56	FORM TECH-6: TEAM COMPOSITION, ASSIGNMENT, AND KEY EXPERTS' INPUTS	The expert for the specific location will be hired upon contract award. Can we indicate this in the proposal, ensuring alignment with the proposed man-rate/man-day?	The details/ CV of proposed team composition, assignment and key experts inputs to be provided in the Technical Proposal

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22	FORM FIN-2 FORM FIN-3 FORM FIN-4	65	FORM FIN-2 FORM FIN-3 FORM FIN-4	The project implementation cost is not mentioned under reimbursable costs on Page 64. Could you confirm whether it is covered?	<p>Include the project implementation cost including resource cost as part of the remuneration (sl. No. 1) of Form Fin 2 and provide break up of same in the format given at Form Fin-3 of RFP.</p> <p>The breakup of anticipated reimbursables shall be included in the Form Fin-4 of the RFP. However, it shall be a Lump-Sum contract assignment, information to be provided in this Form shall only be used to demonstrate the basis for calculation of the Contract ceiling amount, to calculate applicable taxes at contract negotiations and, if needed, to establish payments to the Consultant for possible additional services requested by the Client. This form shall not be used as a basis for payments under Lump-Sum contracts.</p> <p>There shall not be any payment on reimbursable basis. Kindly refer the payment terms of the contract at SCC clause no. 46.2 of the RFP.</p>
23	FORM FIN-4	68	FORM FIN-4	The reimbursable expenses listed on Page 64 align with the template provided on Page 68. Should we fill in the same details?	Kindly refer the Clarifications given on same at sl. No. 22 above.
24	Section 7. Terms of Reference (Deliverables)	85	4. Reporting Requirements and Time Schedule for Deliverables	Should these reports also be submitted in hard copy?	Both soft and hard copy

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25	Section 7. Terms of Reference	77	General	Can we raise queries related to the application server? On whose server will this be hosted for testing?	The App will be developed and hosted by the bidder, the app must be compatible to iGOT for API linkages and transition to iGOT after the project duration. The bidder must prepare a transition plan after the 20 month project period to be migrated to CBC/KB Servers. It shall also be kept in mind that usage of the app can be scaled up in near future and hence shall be capable to handle high number of participants.
26	Section 7. Terms of Reference	88	6. Team Composition & Qualification Requirements for the Key Experts	Can qualifications in fields such as Environmental Science/Engineering, Urban Planning, and Architecture also be considered relevant?	Refer Team Composition & Qualification Requirements for the Key Experts given under ToR of the RFP for same
27	General		General	Would it be possible to extend the proposal submission deadline by 10 days?	Last date of submission is being extended to 24th March 2025.
28	General		General	Do the proposed experts need to be from the applying organization, or can they be freelancers contracted for the project?	Consultants should ensure that proposed team (key or non-key) resources should be made available full time or part time as per requirement of the RFP.
29	SCC; 21.1.4 Prohibition of Conflicting Activities	112	21.1.4 The Consultant shall not engage, and shall cause its Experts as well as its Sub-consultants not to engage, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract.	We understand the direct engagement or similar project, kindly elaborate what you mean by engaging indirectly?	Kindly refer the Clause 21.1.4 of SCC of RFP for same
30	ITC: b. Conflicting Assignments	11	Consultant (including its Experts and Sub-consultants) or any of its Affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Consultant for the same or for another Client.	It is stated that the person/Experts involved in this project should not be directly or indirectly engaged in similar projects. Which also clarifies that the organization IIHS can undertake any similar project with other key persons who are not associated with this project.	Kindly refer the RFP relevant clause for the same
31	General		General	Are details of non-key experts, such as name, designation, and CV, required at this stage?	No

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32	Scope of work Page 75	75	For the purpose of this project, 15 panchayats will be identified from each of the four project pilot states/UTs i.e. Andhra Pradesh, Assam, Gujarat and Odisha.	Request you to confirm what would be the basis of selection of the GPs and if the selected consultant would be part of the identification process.	The selection will be done based on consultation with respective state governments, their relevant departments and inputs from their officials.
33	Scope of work Page 76	76	The project will initiate with a roundtable with partner organizations to develop a plan of action. Once the plan is developed, state level workshops will be conducted with relevant stakeholders (relevant departments, SIRD, NGOs etc.) to discuss the plan and understand their perspective which might come forward in discussions.	We assume that the cost of workshops, baseline assessments, training sessions, field immersion activities, and midline/end-line evaluations to be conducted under the project would be borne by CBC and the Consultants shall only be responsible to providing guidance and technical support. Kindly confirm if our understanding is correct.	The cost of workshops, baseline assessments, training sessions, field immersion activities, and midline/end-line evaluations to be conducted under the project would be borne by the selected entity/ firm. The entire cost for the implementation of project is to be borne by the selected entity/ firm and financial proposal to be submitted accordingly
34	Scope of work Page 80	80	iv. Training and Implementation: •Conduct blended training sessions, including classroom learning, online modules, videos, IEC, mock exercises and field immersion (300-360 hours per GP) •Deliver capacity-building workshops and refresher programs. (Approx 320-360 hours per participant, targeting specific competencies)		
35	Scope of Work		(Design and Development of Capacity-Building Framework)	Does iGOT currently allow any application or chatbot to exchange data (through APIs)? Will CBC be facilitating these requirements with Karmayogi Bharat, if the facility does not exist?	The necessary feature shall be made available for same on iGoT. CBC will provide necessary support for the same.

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36	Scope of Work Tasks and Activities, page 77	77	Design and Development of Capacity-Building Framework: •Develop competency-based training modules tailored to PRIs' requirements	We understand that the selected consultant is required to need to develop competency-based training modules tailored to PRIs' requirements. 1. We request you to kindly confirm if the training modules need to be developed from scratch, or existing training material available with other project stakeholders need to be customized basis the requirement of the project. 2. Further does the consultant need to translate the training modules in official languages of respective states? Can the Bhashini app be used for the translation of the training content?	1. There are some training materials available with the respective SIRDs and even NIRD but the modules will need contextualisation, gamification and changes which fits the CBC framework. However, some modules may be developed from scratch. (Also refer to clarification given at sl. no.10) 2. The modules need to be prepared in 4 languages. Bhashini can be leveraged for translating the training content.
37	Scope of Work Tasks and Activities Page 77	77	Design and Development of Capacity-Building Framework: Develop competency-based training modules tailored to PRIs' requirements	Could you please provide specific information about: 1. The number of hours of classroom training to be developed and baselined for all GPs 2. Approximate hour that might be customised for each state based on individual state requirements 3. Number of hours digital learning (Can we assume a baseline of 20 hours (40X.5 hrs))	1. Approx. 300 Hours. 2. Approx. 80-140 Hours.- also refer clarifications given at sl. No.41 3. Approx. 30 Hours.

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38	Scope of Work (Technology Development)	77	1.Learning Management System (LMS) 2.Assessment Platform: 3.Monitoring, Learning, and Evaluation (MLE) System: 4.Chatbot	1.Will the LMS and assessment platform integrate with iGOT? If not, will it interact with iGOT based on the learning module consumed or be standalone? 2.Will the gamification (badges / redeemable credits) be based on Karma points? How far does iGOT allow this or will this be instituted offline? 3.Is CBC ready to hire a licence-based application that provides all the features including an AI chatbot, instead of developing one from scratch? 4.Will the hosting of the app, management system and chatbot be done and the cost be borne by the consultant?	For the project duration the asseecment platform will be different than iGOT. The iGOT platform will be utilised for LMS purposes and the app will be linked to iGOT through APIs. It will interact with iGOT based on the learning module consumed. The badges or credits will not be based on Karma Points. This shall be instituted in the app. The bidder will be responsible for developing and hosting the application and chatbot The hosting of the app, management system and chatbot will be done and the cost will be borne and quoted accordingly by the consultant
39	Scope of Work Tasks and Activities Page 77	77	Baseline Assessment: •Conduct competency and needs assessments for PRI members •Engage stakeholders to identify gaps in governance and leadership	1.Request you to confirm the mode of conducting needs assessment exercise for PRI members i.e. online or offline. If universal assessment needs to be conducted or sampling as a methodology can be applied? Please confirm. 2.This will help us design a customized approach and methodology suiting the requirement of the bid. 3.How many roles will be covered in competency and needs assessment?	Baseline to be conducting in offline mode. Sampling methodology to be applied. Competency needs assessments will cover 3 major roles: 1. Panchayat President 2. Panchayat Secretary 3. Ward Members

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40	Date of Submission Page 35	35	The Proposals must be uploaded on the e-procurement portal specified in ITC 1(m) no later than: Date: 20 March 2025 Time: 11:00 local time (11 AM)	Given the complexity of the project and list of documents to be submitted as part of proposal, we request an extension of submission date to help us develop a comprehensive proposal addressing the requirements of the RFP document. The extension will also help us in obtaining internal approvals/ certifications required for submission of proposal. We request you to kindly consider extending the proposal submission deadline by at least 2 weeks from the issuance of response to our pre-bid queries.	Last date of submission is being extended to 24th March 2025.
41	21.1: Part A: Mandatory Criteria (4) (iv): Page 37	37	(iv) The bidder must have experience of working with Panchayati Raj Institutions (PRIs) in the following domains for at least 2 years – (1) Capacity building (2) Training Modules	1.How does CBC differentiate between competency building and training modules – kindly elaborate what would the final deliverable be in each of these cases? We understand that training modules will be used for capacity building. 2.In the above criteria, kindly clarify if any format of training, in any language, and of any volume should suffice and not just classroom training? 3.We request that the requirement for training on PRI specifically for all participants, for all states may kindly be allowed to include PRI or similar projects.	1. Refer to the relevant para on page 37 of the RFP 2. Yes the format of training will be a mix of classroom learning, use of audio visuals, E-Learning Content, skits, games, field visits, case study, mock situations with specific learning outcomes in English and 4 regional languages of each state 3. Kindly refer the Amendment to RFP in this regard
42	21.1: Part A: Mandatory Criteria (4) (iv):	37	(v) The bidder must have experience in rolling out large-scale capacity-building initiatives, engaging at least 500 participants in more than 10 states simultaneously (in each contract/project). This experience should demonstrate the ability to incorporate language-specific and state-specific requirements effectively.	May we request the requirement for number of users may be across any state in India. We also, request that the requirement for 500 participants “simultaneously” in five states may be relaxed to include all the required numbers within one contract and the consultant may also be allowed to show the creds in at least one state.	Kindly refer the Amendment to RFP in this regard

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43	ITC Reference Part A Mandatory Criteria	36	<p>The Consultant, as a single legal entity, must be:</p> <p>4.A company incorporated under the Indian Companies Act, 1956 or 2013 or any other previous company law as per section 2 (20) of the Indian Companies Act 2013.</p>	<p>It is requested to add Society/Trust/University in the list of legal entities.</p>	<p>Kindly refer the Amendment to RFP in this regard</p>
44	ITC Reference Part A Mandatory Criteria	37	<p>The Consultant must have experience of implementing similar projects in regard to scope, experts and value of contract during last five (5) years, meeting the following criteria</p> <p>The bidder must have experience of working with Panchayati Raj Institutions (PRIs) in the following domains for at least 2 years:</p> <p>The bidder must have experience in rolling out large-scale capacity-building initiatives, engaging at least 500 participants in more than 10 states simultaneously(in each contract/project). This experience should demonstrate the ability to incorporate language-specific and state-specific requirements effectively.</p>	<p>It is requested to reconsider the minimum number of 500 participants in each project across the states in the mandatory criteria, since it is given due weightage in the evaluation criteria.</p>	<p>No Change</p>
45	ITC Reference Part A Mandatory Criteria	39	<p>The Consultant must have experience of implementing similar projects during last five (5) years, meeting the following criteria</p> <p>vi.The bidder must have an on-ground presence at the time of publication of the RFP in the states of Assam, Andhra Pradesh, Odisha, and Gujarat.</p>	<p>Does this mean that Consultant has conducted capacity building project in these states or have offices/campus in these 4 states.</p> <p>It is suggested to consider other states also in the list.</p>	<p>The Consultant/ firm must have experience of working/ implementing projects in these states</p>

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46	Scope of Work Technology Development:	77	Create a structured repository of training modules optimized for mobile access and localized content. Key features include progress tracking, cross-learning opportunities, and region-specific "how-to" guides.	Who would be hosting this LMS system; CBC or Consultant	LMS will be hosted on iGOT and connected to the app through APIs. The app must be compatible with iGOT for this linkage.
47	Scope of Work Technology Development:	78-79	Another component of technology enabled capacity building is the proposed app which will be designed to support the capacity building of Elected representatives and officials of Panchayati Raj Institutions. The app aims to enhance the efficiency and effectiveness of the capacity building program by providing a structured approach to training delivery, tracking progress, and measuring impact. The key features of the app will be: Training Management: User Management: Feedback Mechanism: Assessment and Testing: Tracking and Monitoring: Reporting and Analytics: Notification and Alerts:	Where would this app data to be hosted and integrated. Will this data to be developed in English/Hindi or vernacular languages of the respective states	The App will be developed and hosted by the bidder, the app must be compatible to iGOT for API linkages and transition to iGOT after the project duration. The bidder must prepare a transition plan after the 20 month project period to be migrated to CBC/KB Servers. It shall also be kept in mind that usage of the app can be scaled up in near future and hence shall be capable to handle high number of participants. The data will be in Hindi, English and 4 regional languages of pilot states.
48	Scope of Work Training and Implementation:	80	Conduct blended training sessions, including classroom learning, online modules, videos, IEC, mock exercises and field immersion. (300-360 hours per GP) Deliver capacity-building workshops and refresher programs. (Approx 320-360 hours per participant, targeting specific competencies)	Please clarify the percentage of online and offline training courses of the proposed (300- 360 hours) Please clarify if this is part of the above mentioned (300-360 hours or in addition to it	300 hours: Offline 60 hours: Online

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49	Scope of Work Monitoring & Evaluation	80	<p>v. Monitoring and Evaluation (M&E): Conduct midline and end-line assessments to evaluate program outcomes. Measure the effectiveness of the intervention and suggest changes Monitoring and evaluation (M&E) within the Viksit Panchayat Initiative ensures that the program's objectives are met efficiently and its impact is systematically assessed.</p>	<p>These midline and endline surveys to be conducted online or offline</p>	<p>These midline and endline surveys to be conducted offline</p>