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GOVERNMENT OF INDIA

Capacity Building Commission

Expression of Interest (EOI)

to Execute Assessment & Accreditation of various Central Training Institutes & Administrative Training Institutes on pan-India basis.

EOI Ref No.- 3-27/2021-CBC dt 10-10-2022

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1. EXPRESSION OF INTEREST (EOI)

Capacity Building Commission invites EOI from eligible reputed companies/ firms to execute Assessment & Accreditation of various Central Training Institutes & Administrative Training Institutes on pan-India basis.

1. This EOI is not an offer by CBC but an invitation to receive EOIs from bidders.
2. Entire tender process shall be carried in following stages:
 - a) Stage I: Submission of Expression of Interest
 - b) Stage II: Preliminary scrutiny of Proposal documents as per criteria of EOI by eligible bidders and suggested modifications thereto.
 - c) Stage III: Based on EOI, floating of RFP to the eligible bidders.
 - d) Bidder/s are advised to submit the EOI on or before **1st November 2022 1600 hrs.**
 - e) The EOI along with requisite documents may be submitted via CPP portal before last date and time as mentioned in section 2 below.
 - f) Pre-bid queries may be emailed at cbc-dopt@gov.in as per the dates mentioned in Section 2 below in the format as per Section 10 of this EOI.

2. IMPORTANT DATES

EOI Issue Date	10-10-2022
Pre bid conference	17-10-2022 1500 hours
Last date for query submission	18-10-2022 1800 hours
Last date for EOI submission	01-11-2022 1600 hours

3. INTRODUCTION

1. This EOI is being issued for identification of a suitable qualified agency for assessment and accreditation of Civil Service Training Institutes for accreditation to the national standards. CBC invites technical proposals from eligible bidders to be empaneled for assessment and accreditation of the training institutes.
2. Interested agencies are advised to study this EOI before submitting their proposals in response to this EOI notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of the document with full understanding of its terms, conditions and implications.
3. The EOI document is not transferable.
4. Any subsequent corrigenda / clarifications would be made available on the website of cbc: <http://cbc.gov.in> and CPP portal.
5. This EOI is being issued with no financial commitment and the Buyer reserves the right to change or vary any part thereof at any stage.

4. CONTEXT AND BACKGROUND

- i) Capacity Building Commission was constituted on 1 April 2021, by the Government of India. Its mandate is to drive standardization and harmonization across the Indian civil services landscape named as Mission Karmayogi: National Programme for Civil Services Capacity Building (NPCSCB). The focus of National Programme for Civil Services Capacity Building (NPCSCB) is on promoting ease of living and ease of doing business, by considerably enhancing the citizen-government interface. This involves creation of both functional and behavioral competencies among the civil servants. The core purpose of the Commission is to build credibility and shape a uniform approach to capacity building on a collaborative and co-sharing basis.
- ii) CBC has been established as an independent body with complete executive and financial autonomy. It comprises of three members and is supported by an Internal Secretariat. The secretariat is headed by an officer in the grade of Joint Secretary to the Government of India designated as the Secretary to the Commission.

a. FRAMEWORK DEVELOPMENT

5. One of the mandates of CBC is to drive in standardization, harmonization and shared understanding of Capacity Building among 700 odd training institutes. One of the initiatives undertaken by CBC is development of a standard framework comprising of the best practices to assess the Training Institutes. This initiative will help in gap analysis and facilitate measures to propel the Training Institutes to become world class institutions with a cross learning culture.
- ii. The framework has been developed by CBC taking into consideration the best global practices. Inputs of various knowledge partners has been inbuilt into the framework. The framework will be pilot tested initially in 700 Central Training Institutes before the final scale up for all institutes.

b. ADMINISTRATIVE TRAINING INSTITUTES & CIVIL SERVICES TRAINING INSTITUTES

5. **Central Training Institutes (CTIs):** These institutes provide training to officers working in the Central Government, State Governments/Union Territories, Public Sector Enterprises and Autonomous Bodies.
- ii. **Administrative Training Institutes (ATIs):** These institutes provide quality training to officers of All India and State Civil Services, State Government departments and service cadres.
- iii. **Other Training Institutes**

5. SCOPE OF WORK

5.1. OBJECTIVE

The overall objective of this RFE is to hire a capable and qualified agency to carry out assessments of the 700 Training Institutes for accreditation to the National Standards.

5.2. SCOPE OF SERVICES:

The agency will be required to carry out the following activities: -

5.2.1. Conduct training programs for Training institutes on filling of application form as follows:

5.2.2 Filling up of application form & upload documents.

5.2.3 Carry out self-assessment

5.2.4 Filling up assessment framework

5.3 Conduct Desktop Assessment & Field Assessment of Training Institute.

5.4 Post Assessment following deliverables to be generated for each institute:

5.4.1 Gap Analysis Report

5.4.2 Detailed Assessment Report

5.4.3 Scoresheet

5.5 Provide data analytics to CBC for the final report. (Individual Institution wise/Parameter wise, Region Wise etc. as desired). The analytics would be provided only on the parameters included in the application form.

6. METHODOLOGY

Below mentioned is the methodology that will be adopted towards implementation of assessment of the institutes:

TASK	DESCRIPTION
Framework Development	Framework shall be provided by CBC at the time of issuance of work order.
Technological Development	<p>A web-based portal has already been developed by CBC wherein all the concerned stakeholders will have logins and customized interface. Agency will develop IT enabled solutions to ease the process of audit and reduce human interventions.</p> <p>It will be used for communication, displaying, and disseminating information. It would also imbibe statistical analytics across domains for each Institute and comparative analytics of Institutes across the country under different domains.</p> <p>A mobile-based application has already been developed (also available on google play store) with a feature of geo- tagging and timestamping of the photographic evidence collected. The data collection will be done digitally which includes features such as real- time data analytics, recording remarks of the assessors, offline mode functionality.</p> <p>The data collected along with evidence shall be stored instantly on the sever and will be updated on web-portal.</p>
Training of Institutes	<p>Workshops shall be conducted to equip the institutions personnel who are involved in the process of assessment such as self-assessment, application submission, desktop assessment, and site assessment.</p> <p>Training on functioning and usage of portal shall also be given which would aid in application filing, document uploading etc.</p> <p>Agency team shall handhold the personnel relating to portal queries when required.</p>
Assessor Profile & Selection	Retired Government Officials or Subject matter experts who are aware of day-to-day functioning of training Institute. Profiles to be vetted by CBC.
Training of Assessors	<p>An expert group of in-house assessor pool shall be developed for conducting field assessments. The assessors shall be trained on the framework & methodology for carrying out field assessments.</p> <p>The technical resource materials, approach papers and guidebook for training on the framework shall be provided by CBC team.</p>
Application Submission & Self – Assessment	<p>This includes all the activities that are essential to understand institutes as a system and to help them improve their system and process. The following activities will be undertaken for the same:</p> <ol style="list-style-type: none"> a. Submission of Information by the Institute: The institutes shall fill in the all the relevant details on the IT portal based on the framework developed. b. Uploading Documents: The institutes shall be given time to upload requisite documents on the portal.

	<p>c. Self-Assessment: Self- Assessment is a tool for evaluating the status and maturity of institute’s functioning. The self-assessment report will act as reference document for external assessors to conduct the onsite assessment. The agency shall support institutes in submission of information.</p>
Desktop Assessment & Handholding	<p>The assessor shall conduct document review and submit the findings. The same will be communicated to institute through portal. The institute shall work accordingly on the gaps identified and re-submit the documents. Agency will help institutes by providing them guidance on the gaps identified by the assessors in the documents and processes.</p>
On-Site Assessment	<p>The on-site assessment will be based on the framework and different methods like tour of institute, observation of teaching-learning process, interviews etc. The assessment aids in collecting information and act as verification of the data submitted by the institutes. All the information declared/submitted by the institute will have to be backed by evidence to substantiate the claims made.</p>

7. ROLES & RESPONSIBILITY

PARTY NAME	RESPONSIBILITY
CBC	<ul style="list-style-type: none"> • Framework • Technical Manual • Technical Faculty for technical workshops, Coordination with training institutes. • Provide Authorization letter <p>**Any other work as per requirement of the project</p>
Agency	<ul style="list-style-type: none"> • IT Portal & Mobile application development • Operational Manual • Conduct workshops • Plan Desktop & Site Visit for training institutes <ul style="list-style-type: none"> ▪ Prepare Institute wise detailed report ▪ Provide analytics if any. <p>**Any other work as per requirement of the project</p>
Training Institutes	<ul style="list-style-type: none"> ■ Cooperate for Assessment & Document sharing

8. PRE-QUALIFICATION CRITERIA

Proposed pre-qualification for willing bidders for comments and suggestions. Interested parties may

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	GST & PAN	The bidder must be registered under GST as on date of release of this RFE.	GST Registration Certificate and copy of firm PAN card.
3	Legal Entity/ Registration of Company	The Applicant should be a Company registered under the Companies Act, 1956 / the Companies Act, 2013 or Partnership firm registered under the Partnership Act of 1932 or registered (converted to) under the Indian Limited Liability Partnership Act, 2008 or a society registered under The Societies Registration Act, 1860 / a trust registered under the Indian Trusts Act, 1882 / a company as specified in section 700 of Companies Act, 1956; for at least 5 years as on 31.03.2022.	Certificate of Incorporation / Copy of Registration Certificate (s).
4	Experience	Must be in the business of Assessment & Accreditation of Institutes since (at least) 2017	Self-certified declaration from Authorized Signatory and any one work order from 2017 and 2021/ 2022 each.

5	Net Worth & Turnover	The Bidding entity/ firm must have a positive Net Worth in last three financial years starting from 2019-20 and An average turnover of INR 1.00 crore in last 3 years starting 2019-20.	Certificate from Auditors/ CA firm and letter of declaration on company letter head if financial statements are under audit.
6 (i)	Experience	Experience in directly executing survey/market research/third-party audit/geo-tagging/certification related projects. The agency should have handled at least 1 project covering minimum 100 (One Hundred) sample units in the last 3 years. Relevant projects defined as survey/market research/ third-party audit/ geo-tagging/certification	Only completed project in last 5 years will be considered. Work Order with proof of sample units covered along with Payment proofs attested by CA or Completion Certificate In case work order or completion certificate does not specify sample units, vendors can arrange for client certificate along with work products like survey reports to provide evidence for the number of sample units covered
6 (ii)		The Bidder must have successfully executed assessment of at least 20 Institutes in last 5 financial years ending 31 st March 2022, with minimum 20 assessors.	Copy of Completion certificate by client in addition to work order/ contract. OR, work order/ contract and undertaking certified by the Statutory Auditor in lieu of Completion certificates.
7	Not Blacklisted	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.	Self-declaration from the bidder on company letter head, signed by authorized signatory.

Note: 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.

9. ESTIMATED PAYMENT TERMS

S No	Description	Terms
1.	At the start of Desktop Assessment (per Assessment Cycle)	15%
2.	At the completion of Desktop Assessment (per Assessment Cycle)	15%
3.	At the start of On-Site Assessment	15%
4.	At the completion of On-Site Assessment	15%
5.	Analysis Report Submission	15%
6.	Final Report Submission	25%

10. PRE-BID QUERIES SUBMISSION FORMAT

Bidder shall submit all pre-bid queries in MS excel in the following format.

#	Section Name &No.	Page No.	Statement as per EOI document	Query by bidder	Reason for Query	Response by Capacity Building Commission
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

11. SUGGESTIONS AND MODIFICATIONS

S.No.	Particulars	Suggestion/ Modification
1.	Scope of Work	
2.	Deliverables	
3.	Pre-qualification Criteria	
4.	Team Size/ Structure/ Composition	
5.	Timelines (may suggest)	
6.	Payment Terms	
7.	Proposed format of price bid (may suggest)	

12. BIDDER'S PROFILE

S. No.	Item	Bidder's Response			
1.	Company Name				
2.	Year Established				
3.	Incorporated in India (Yes or No)				
4.	Name & Designation of Authorized person				
5.	Contact Name				
6.	Email Address				
7.	Mobile				
8.	Telephone				
9.	Official Address				
10.	No. of manpower on bidder's payroll				
11.	Brief Description of the Organization				
12.	Work Experience in the relevant field (No. of years and no. of projects)				
12.	Turnover	Years	2019-20	2020-21	2021-22
		Turnover			

13. CITATIONS- WORK EXPERIENCE

S. No.	Item	Bidder's Response
1.	Name of Bidder entity	
2.	Assignment Name	
3.	Name of Client	
4.	Country	
5.	Contact Details (Contact Name, Address, TelephoneNumber)	
6.	Approximate Value of the Contract	
7.	Duration of Assignment (months)	
8.	Award Date (month/year)	
9.	Completion Date (month/year)	
10.	Narrative/ description of the project	
11.	Details of Work that defines the scope relevant to the requirement	
12.	Documentary Evidence attached	

14. SUBMISSION

It is proposed to have the following e file system for submission of the bid through CPP portal-

- i. Stage 1: E-file 1 containing Pre-Qualification Documents as mentioned in Section 8 along with copy of Authorization Letter/ Power of Attorney duly executed by Bidder in favor of Authorized Signatory signing the bid or a Board Resolution authorizing the Authorized Signatory to sign the bid.
- ii. Stage 2: E file 2 containing formats at Section 11, Section 12 and Section 13 (to be filled separately for all citations).

15. TERMS AND CONDITIONS

1. The Scope of Work and other parameters may be modified or enhanced based on the inputs gathered.
2. It is mandatory for the interested bidders to participate in this EOI.
3. Bidders should submit documents/ suggestions (if any) in section 11 above. Bidder may include any additional point, if needed, for suggestions and feedback.
4. Bidders are required to provide information in format as prescribed in section 12.
5. 3 citations are required to be provided by bidders in the format as prescribed in section 13. Work order/ completion certificate may be attached.
6. The RFP document containing exact Scope of Work, Technical Evaluation Criteria, format for Price Bid, Payment Terms and other Terms and Conditions will be sent only to those bidders who will show interest in this EOI, for participation in the bidding process.
7. Technical Proposal and Financial bids of the bidders will be invited at the Limited RFP stage and will be evaluated as per terms and conditions mentioned therein.
8. Based on the marks obtained in the Technical Evaluation Score and Financial Score of Price Bid, the Total Score will be calculated, and selected bidders will be empaneled accordingly.
9. The proposal may be submitted only through CPP portal. No other mode of submission, whether online or offline, shall be accepted by CBC.
10. Capacity Building Commission (CBC) is entitled, in its absolute discretion, but without being under any obligation, to update, amend or supplement the information, assessment or assumption contained in this EOI. The issue of this EOI does not imply that CBC is bound to select a bidder or to appoint the selected bidder for this project and CBC reserves the right to reject all or any of the proposals of any bidder, without assigning any reason whatsoever.