

**Empanelment of Suitable Agencies for Assessment & Accreditation of various Central and Administrative Training Institutes Pan-India.
RFE No. 3-27/2021- CBC**

Important Acronyms	TI	Training Institute
	EA	Empaneled Agency
	WO	Work Order
	CBC	Capacity Building Commission
	MDO	Ministry/ Department/ Organization
	A&A	Assessment & Accreditation

#	Section Name & No.	Page No	Statement as per tender document	Query by bidder	Reason for Query	CBC Response
1	Assessment framework - 3.1.i	9	One of the mandates of CBC is to drive standardization, harmonization and shared understanding of Capacity Building among training institutes. Around 1000 Pan India TIs are likely to be assessed and/ or accredited. Indicative list of 303 Training Institutes comprising ATIs as well as CTIs is attached at Annexure 14. The final list of institutes and any modification in this regard shall be conveyed to the selected bidders at the time of empanelment/ work order	(a) Have all the Training Institutes been mandated to undertake Accreditation within a certain time period? (b) What is the maximum and minimum number of accreditations which can be expected in a year? (c) We understand that mobilization of Training Institutes for accreditation will be undertaken by CBC and not by the Empaneled Agency (EA). Request you to kindly confirm	To understand the volume of work that is to be expected in a year	(a) Many of the TIs have been mandated to be accredited. The list will keep on evolving with time. (b) The empanelment is for 2 years and extendable up to 1 more year and around 1000 institutes are estimated to be accredited in this time. (c) Yes, mobilization of training institutes for accreditation will be done by CBC through its portal.
2	Scope of Services - 4.2.1	11	Registration of institutes on the portal through virtual mode	Would the Empaneled Agency (EA) be responsible for acquiring Training Institutes for accreditation? Or would the Training institutes approach CBC and the EA is required to just assist them during the registration.	To understand the role of the EA more clearly	CBC or concerned MDO will give work order for accreditation of the TIs as per the requirement.
3	Scope of Services - 4.2.2	11	Conduct training programs for Training institutes on filling of application form	We understand that this training program will be conducted via tele/web-conference and not in-person. Request your kind confirmation.	To arrive at the pricing more accurately	There are 2 parts of accreditation. One shall be conducted online and other onsite. The trainings in some cases may require to be in-person.
4	Scope of Services - 4.2.3	11	Conduct Desktop Assessment of the Institute. There may be multiple rounds of non-conformities (at least 3), and clarifications from the institute for the closure of this stage	(a) What is the maximum number of Non-Conformity rounds we can allow? (b) Can we declare the institute not fit for further processing after certain rounds of DA, if they are not providing the sufficient documentation even after elaborating to them? (c) How would the EA be reimbursed/paid if institute is declared not fit for further processing after failing DA multiple time?	To understand the process involved if an institute is not clearing DA stage	(a) The present pilot accreditation process allows for 3 rounds of Non-conformity. (b) If the required information is not found after giving reminders, CBC may be contacted by the EA and needful action shall be taken accordingly by CBC. (c) Report of the same may be submitted to CBC with due justification and if approved by the Competent Authority, the payment shall be made pro-rata basis.

5	Methodology - 5	12	<p>Methodology - Training of Institutes - 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>	<p>(a) Kindly confirm who would be arranging and delivering these Workshops?</p> <p>(b) Will these be conducted in person and for each institute separately or for a group of institutes?</p> <p>(c) Are these workshops delivered in-person or online?</p> <p>(d) Kindly elaborate the role of EA in these workshops? (mobilisation of institutes, arranging of venue, various logistics, delivery of content, feedback etc.)</p>	To understand the role of the EA more clearly	<p>(a) Workshops shall be organized by CBC.</p> <p>(b) As per requirement</p> <p>(c) As per requirement</p> <p>(d) The EA would be responsible for understanding the requirement and handholding institutes whenever required.</p>
6	Estimated Payment Terms - 9	20	<p>ESTIMATED PAYMENT TERMS -</p> <p>2.The payment shall be released within 30 days on acceptance and approval of the deliverables under this engagement by the concerned MDO/ TI or CBC, whosoever issues the work order.</p> <p>3. MDO/ TI will pay the selected agency in respect of their professional fees and expenses as per the scope of work agreed with the vendor in the applicable contract. Unless otherwise agreed between MDO and the agency, agency will raise the invoice based on the billing milestones defined in the Payment Schedule in accordance with the work order. Each invoice the vendor submits should include a description of the work the agency would have performed during the period to which it relates.</p> <p>4. Upon achievement of the above-mentioned milestones, payment shall be made by the concerned MDO/ TI on acceptance of the deliverable.</p>	<p>(a) Kindly confirm who would be releasing the workorder/ payment, we understand that it would be done centrally by CBC/MDO as getting it from the Training Institute would increase the complexity of the process involved</p> <p>(b) Point 2 specifies that payment shall be released within 30 days on acceptance and approval of deliverable. Kindly elaborate what would be process of acceptance and approval of deliverable for each stage and what is the timeline within which these processes are expected to be completed</p>	To understand the contracting and payment terms clearly	<p>(a) WO may be given by CBC/ MDO/ TI as per the requirement of the concerned institution. The payment shall be disbursed by the WO issuing authority.</p> <p>(b) The deliverables including the report shall be submitted to the WO issuing authority and on due approval following acceptance of the same, the payment shall be disbursed. The timeline will depend on the number of TIs in a single WO and will be communicated in the WO itself.</p>
7	Annexure 12: Commercial Bid Format - 33.12	60	<p>Annexure 12: Commercial Bid Format - On matching the L1 rates, the bidders shall be empaneled with CBC for any future works for a period of 2 years.</p>	<p>(a) How many agencies are planned to be empanelled ?</p> <p>(b) If multiple agencies are being empanelled, how would be work be distributed among them? i.e. geographically or round robin basis etc</p>	To understand the role of the EA more clearly and the volume of work involved	<p>(a) All the agencies qualifying the PQ & Technical Criteria, may be empaneled by CBC.</p> <p>(b) The WO would be issued either by allocating equal number of TIs to all EAs or by giving equal opportunities to all EAs for presentation and subsequently selection will happen.</p>
8	Scope of Services (4.2.6)	11	<p>The agency should provide weekly reports on the status of all the Civil Service Training Institutions.</p>	<p>Details of weekly reports on the status of all the Civil Service Training Institutions. What kind of reports are expected and will it be manual or through system ?</p>	For better understanding format of weekly reports	<p>The progress on the deliverables will need to be submitted by the EA every weekly or fortnightly as mentioned in the WO, through email.</p>

9	Scope of Services (4.2.5)	11	Post Assessment following deliverables to be generated for each institute: 1. Gap Analysis Report 2. Detailed Assessment Report 3. Scoresheet	Request you to provide: 1. Sample of 'Gap Analysis Report', 'Detailed Assessment Report' and 'Scoresheet' of any Central Training Institute 2. Indicative List of documents required for all 86 parameters of desktop assessment 3. Sample Questionnaire for site visit officer as well as desktop assessor	For better understanding of reports mentioned in this part	1. Illustrative reports are attached. Modifications may have to be made to the reports, as required by CBC. 2. Documents will not be required for the 86 parameters. The 86 parameters are information on the institution. supporting documents will be required for 59 questions of NSCSTI, supporting document list is available on NSCSTI portal (nscsti.org) 3. The questions for self-assessment which the institutions will be assessed on are available in the Technical manual on the NSCSTI portal (NSCSTI.org)
10	re-qualification criteria (Point 6)	16	Requirement: Experience in directly executing survey/market research/ third-party audit/ geotagging/ certification/ assessment/accreditation related projects. The bidder should have handled at least 3 projects covering minimum 50 (fifty) sample units/ institutes in each project in the last 5 years starting 2018. Supporting Documents: Statutory Auditor Certificate with UDIN number.	Request you to remove the requirement for Statutory auditor certificate with UDIN number indicating experience of executing survey and market research. Instead, we can provide supportings for the same.	This can simplify the process	No change in this clause
11	NA	NA	NA	Who will be responsible for data gathering and follow ups? The agency or the CBC? In case of data not provided follow ups will be done by CBC ? How will the dates for assessment be finalised for every institute?	For database acquisition and planning	The timelines for completion of the work shall be given at the time of issuance of the WO. The follow ups shall be done by the EA with the TIs
12	NA	NA	NA	Detailed escalation matrix in case of unavailability of data or no response from a particular institute for assessment.	Escalation matrix	The EA may contact CBC or concerned MDO in case of any trouble or issue with the TI
13	NA	NA	NA	What kind of detailed training / guidance to be provided during the 2-day field and desktop workshop?	Field visit and workshop details	Field assessors should be trained before the field visit in the field visit assessment process so that DA are able to carry out assessment properly. Training should be provided to desktop assessors prior the assessment to train them on the desktop assessment process
14	NA	NA	NA	IT Support will be needed from CBC, in case of any glitch on the system or application during assessment and how it will be resolved, can offline be done in that case ?	Offline assessment clarity needed in case system not working	In case of any glitch, the EA may contact CBC. Details of a dedicated SPOC would be given at the time of issuance of the WO.
15	Proposed Methodology and Criteria for Evaluation of Proposals	19	E. Presentation - Case Studies - (4 case studies to be provided, may be repeated as given in the pre-qualification criterion)	Please clarify - exactly what data is required	For better understanding	Previous work done in this field may be presented as case studies, including the scale of the project, timelines, outcome etc.
16	Sub Section 3.1 Assessment Framework	9		Request you to kindly inform the allocation criteria to the empaneled agencies for 1000 Training Institutes that need to be assessed and accredited?		The WO would be issued by allocating equal number of TIs to all EAs or equal opportunity to all EAs would be given while selection of the EA for allocating the TI

17	Section 7, Point 4 -	15	Must be in the business of Assessment and/ or Accreditation of Institutes since (at least) the financial year 2017-18.	Request to consider copy of three work orders in the any of the last 5 financial years. (2017-18 to 2021-2022)		Please refer Corrigendum
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Note: Details of the NSCSTI portal may be seen at <https://www.nscsti.org>