



REQUEST FOR PROPOSAL FOR ENGAGEMENT OF TRAINING AGENCY  
FOR IMPARTING TRAINING ON PENSION SCHEMES  
REGULATED/ADMINISTERED BY PENSION FUND REGULATORY AND  
DEVELOPMENT AUTHORITY (PFRDA)

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**06<sup>th</sup> February, 2024**

**Pension Fund Regulatory and Development Authority**

**B-14/A, Chhatrapati Shivaji Bhawan, Qutab Institutional Area, Katwaria  
Sarai, New Delhi- 110016**

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## DISCLAIMER

1. This document is being published in order to enable the applicants to make an offer for engagement as Training Agency by Pension Fund Regulatory and Development Authority (PFRDA) to impart training to various stakeholders on the schemes regulated and administered by PFRDA.
2. This document does not constitute nor should it be interpreted as an offer or invitation for the selection described herein.
3. This document is meant to provide information only and upon the express understanding that recipients will use it only for the purposes set out above. It does not purport to be all-inclusive or contain all the information or be the basis of any contract. No representation or warranty, expressed or implied, is or will be made as to the reliability, accuracy, or completeness of any of the information contained herein. It shall not be assumed that there shall be no deviation or change in any of the herein-mentioned information. While this document has been prepared in good faith, neither PFRDA nor any of its officers or subscribers make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly disclaimed by PFRDA and any of its officers or subscribers even if any loss or damage is caused by any act or omission on the part of PFRDA or any of their officers or subscribers, whether negligent or otherwise.
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5. Accordingly, interested recipients should carry out an independent assessment and analysis of the requirements and of the information, facts, and observations contained herein.

6. PFRDA makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations on any claim the potential applicant may make in case of failure to understand the requirement and respond to the Request for Proposal (RFP) Document. PFRDA may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP Document.
7. This document has not been filed, registered or approved in any jurisdiction. Recipients of this document should inform themselves and observe any applicable legal requirements.
8. This document constitutes no form of commitment on the part of PFRDA.
9. Furthermore, this document confers neither the right nor an expectation on any party to participate in the proposed RFP for engagement of the Training Agency.
10. When any proposal is submitted pursuant to this RFP for engagement, it shall be presumed by PFRDA that the Applicant has fully ascertained and ensured its eligibility to render services as a Training Agency, in the event of the same being selected ultimately to act as such, under the respective governing laws and regulatory regimen and that there is no statutory or regulatory prohibition or impediment to acting as such and suffers no disability in law or otherwise to act as such.
11. The engagement of the Training Agency shall not create a principal-agent relationship between PFRDA and the service provider (Training Agency).

## 1. Introduction

- 1.1 The Central Government had introduced National Pension System (NPS) mandatorily for its new recruits w.e.f. 01<sup>st</sup> January 2004 and subsequently majority of the State Governments had adopted NPS for its employees. NPS is based on a unique individual pension account viz. a Permanent Retirement Account Number (PRAN) allotted to individual subscribers. In this system, a subscriber periodically accretes savings into his/her Individual Pension Account (either solely or jointly with the employer) while he/she is working and utilizes the accumulated corpus at retirement to procure a pension for the rest of his/her life.
- 1.2 Also, the Government of India introduced a pension scheme called the Atal Pension Yojana (APY), with effect from 1st June, 2015, pursuant to the announcement in the budget for 2015-16 on creating a universal social security system for all Indians, especially the poor, the under-privileged and the workers in the unorganised sector. APY is being administered by the Pension Fund Regulatory and Development Authority (PFRDA) under the institutional architecture of the National Pension System (NPS).
- 1.3 NPS is also offered on a voluntary basis to all citizens of India under the Unorganized Sector (UoS) Model and Corporate Model. For catering to the weaker and economically disadvantaged sections of society with their limited investment potential, PFRDA launched NPS-Lite with the Swavalamban benefit extended by the Government of India which was later discontinued for fresh enrollments.
- 1.4 Pension Fund Regulatory and Development Authority (PFRDA) was initially established as an interim regulator for NPS vide Government of India notification dated 10<sup>th</sup> October 2003 and subsequently with the passage of the PFRDA Act 2013 and its notification on 1<sup>st</sup> February 2014, PFRDA has been established as the statutory Authority to promote old age income security by establishing, developing and regulating pension funds, to protect the interest of the subscribers to the schemes of pensions funds and for matters connected therewith or incidental thereto. PFRDA has been entrusted with the responsibility to regulate, promote and ensure orderly growth of the NPS and pension schemes to which the PFRDA Act applies and to protect the interests of subscribers of such systems and schemes.
- 1.5 PFRDA intends to invite proposals from professional Training Institutes/ Organisation to execute the NPS/APY training requirements of stakeholders in consultation with PFRDA and interested Training Institutes/ Organisation are invited to submit their proposals in the form of a Proposal for engagement as

Training Agency by PFRDA.

- 1.6 Proposals received in response to this RFP will be evaluated in terms of the conditions laid out herein and the Training Agencies which are thus selected will be required to provide professional, objective, and impartial service at all times, hold the PFRDA interest's paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.

## 2. Pre-qualification/ Minimum Eligibility Criteria

- 2.1 The Applicant must fulfil the minimum eligibility criteria enumerated below. Supporting documents as prescribed below need to be attached with the proposal.

SL	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	The applicant shall be a company in India registered under the Companies Act or a registered Partnership firm or an LLP registered under Limited Liability Partnership Act, 2008 or registered society or registered trust. Application from the consortium will not be entertained.	(a) Certificates of Incorporation/ Registration Certificate (b) GST Registration Certificate, (c) PAN.
2	Financial Strength	Positive tangible net worth in any 3 out of 5 Financial Years (2018-19 to 2022-23)	a) Audited accounts and balance sheet/ Annual Report for the last 5 FY (2018-19 to 2022-23) b) Certificate of Net worth for the last 5 FY (2018-19 to 2022-23) duly certified by a Chartered Accountant c) Income tax return (ITR) for the last 5 FY
3	Financial Strength	Average annual turnover exclusively from Training activities in the last 3 financial years– Rs. 1.0 Crore. (FY 2020-21, 2021-22 & 2022-23)	Self-attested copy of the annual turnover statement exclusively from training activities (original) certified by a Chartered Accountant for the last 03 FY (2020-21 to 2022-23). (Provisional turnover shall not be considered)
4	Experience	Minimum 5 years of experience in the field of imparting training on financial products as on the date of submission of the bid.	1. Self-attested copies of Work orders/agreements /Completion Certificates in support of work done.

SL	Basic Requirement	Specific Requirements	Documents Required
			2. Details of the Clients handled – name, address, and contact numbers (including BFSI clients). <b>Annexure-VI</b>
5	Number of projects	Undertaken the training activities/projects for financial products in three or more nos. of Government/ PSU/ Centre and State autonomous bodies/Private Sector organisation in the BFSI sector during the last 5 financial years i.e., FY (2018-19 to 2022-23).	Self-attested copies of Work Orders/ Agreements/ Completion Certificates in support of work done. <b>Annexure-VI</b>
6	Number of Training Sessions	Undertaken a minimum of 750 training sessions for organizations in Government/ PSU/ Centre and State autonomous bodies/Private Sector in BFSI during the last 5 financial years i.e., FY (2018-19 to 2022-23).	Self-attested copies of Work Orders/ Agreements/ Completion Certificates in support of work done. <b>Annexure-VI</b>
7	Profile and presence	The applicant should be a professional agency/organization engaged in imparting training and should be able to arrange the training venues across locations of the country. The agency is to have minimum of 10 own venues.	Details of its own training venues and the venues through secondary arrangements to be provided separately. Copy of the agreements of secondary arrangements if any. – <b>Annexure-VI</b>
8	Staff strength and their exposure	The institutions should have a minimum of <b>30</b> adequately trained faculties with a minimum experience of 2 years of training and exposure in financial products. Project coordinator/s to have at least 3 years of experience in similar activity.	Details of Project coordinators and Trainers including name, experience/ exposure in the sector, educational qualification etc. to be presented in tabular form with declaration from the authorized signatory. <b>Annexure-VI.</b>
9	Qualification of trainers and project Coordinators	Desired qualification of trainers to be graduate/ post graduate Desired experience of trainers: Minimum 2 years of experience in providing training on financial products. Desired qualification of Project Coordinators to be postgraduate or equivalent master degree. Desired experience of Project Coordinator/s: Minimum 3 years of	Details of Project coordinators and Trainers including name, experience/ exposure in the sector, educational qualification etc. to be presented in tabular form with declaration from the authorized signatory. <b>Annexure-VI</b>

SL	Basic Requirement	Specific Requirements	Documents Required
		experience in providing training on financial products.	
10	Participants trained	The number of participants trained during the last three years FY 2020-21 to 2022-23 taken together should be 50,000 or more.	Data is to be presented in tabular form with a declaration from an authorized signatory.

2.2 Even though the Applicant may meet the above eligibility criteria, they are subject to be disqualified at any stage, including post engagement, in case of following circumstances/ conditions:

- (a) The Applicant has made any false representation including in the forms, statements, and attachments submitted as proof of the eligibility criteria requirements.
- (b) The Applicant has a record of poor performance such as abandoning any allotted project, inability to complete any allotted project, delay in completion of any allotted project, etc.
- (c) The Applicant has been blacklisted by any Government or organization or its contract with any organization has been terminated for breach of contract.

2.3 An undertaking to this effect is required from the Applicant (**Annexure-VIII**). If at a later stage, it is found that any Applicant has wrongly certified, the applicant shall be liable for action under the applicable laws besides termination of the contract.

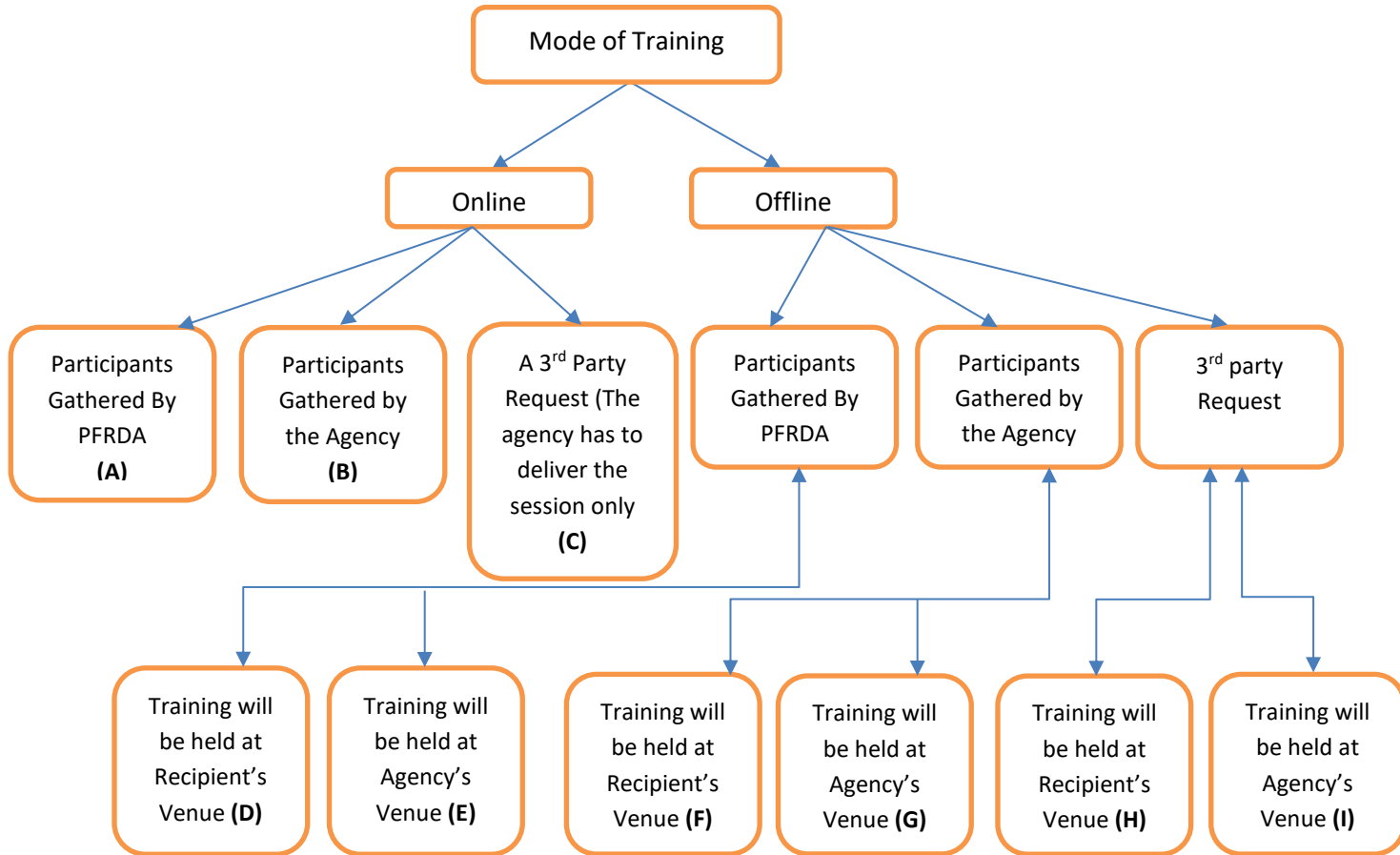
### 3. Scope of Work and Deliverables for Training Agency

3.1 PFRDA intends to have services of training institutes(s)/agencies/ professional institutes(s) for training of Central Govt, State Govt, Central Autonomous Bodies, State Autonomous Bodies, Point of Presence, Corporates officers & APY subscribers or any other stakeholder registered with PFRDA and involved with the promotion, collection, remittance of funds there under on the terms and conditions defined in this RFP and the terms and conditions of the contract to be entered with the successful bidder. The details of the envisaged training are given in the following subsections. Specific emphasis should be given to bringing out more participation from women across different sectors. A targeted approach should be designed, targeting the Department



of Women and Child Development, Professional institutes, nursing homes, ASHA and Anganwadi workers.

The training agency is expected to deliver the sessions in following modes:



- The training agency/institute applying for the engagement Process should provide a quotation in the commercial proposal for each of the different modes presented above i.e (A), (B), (C), (D), (E), (F), (G), (H)&(I).

### 3.2 Content development and training design

a) Formulate a training strategy promoting NPS as one product for all retirement solutions as per the requirement of different sectors i.e. Central Govt, State Govt, Central Autonomous Bodies, State Autonomous Bodies, Point of Presence & Corporates. In addition to this, the training agency will also have to strategize a structured plan for the people who are currently associated with the unorganised sector through the APY scheme.

b) Design the training content for each sector in coordination with PFRDA. However, the thematic presentation is to be done by the agency/institute. The training content is to be developed in Hindi, English and other regional languages.

c) Prepare the participant's feedback form.

d) Any other related activity specified by PFRDA.

### 3.3. Overall Programme Management:

a) Co-ordinate with the authorised officials of PFRDA for:

- Scheduling sessions/batches
- Finalize the time and date of scheduled training

b) To bring out participants to attend the sessions.

c) Registration of the participants for scheduled training sessions and send invites to them (via SMS/email/telephonically)

d) Necessary follow-ups to ensure timely participation in training

e) Communicate the training schedules to PFRDA and also share a link through which PFRDA officials may also join the ensuing training program.

f) The training is to be delivered in both online and offline mode (as per the requirement)

- The batch size of each training program should be a minimum of 50 participants for online webinars and 30 in case of offline sessions. In case the number of actual participants who have attended a session is less than 50 or 30 as the case may be, then batches will be clubbed to reach the minimum number of 50 or 30 to be treated as a session/batch.
- The agency should be able to deliver the session in major vernacular languages as well.
- For offline sessions the training agency should depute the trainer to visit and deliver the session at the recipient location, if required
- The training agency should also have the facility to conduct the offline session at its premises (at its HQ or regional offices)
- The training agency should also be conducting training programs targeting the final year UG and PG students from the premium Indian educational Institutions like IITs IIMs NITs AIIMs etc. However, the same have to be conducted post PFRDA's approval.
- The agency would also be required to approach the DAY-NRLM, DAY-NULM, SRLMs and MGNREGA coordinators/nodal offices for providing the literacy programs (preferably APY) for the low-income group.

g) The training agency should be able to provide print media in the form of a small booklet or a single-page brochure to the participants attending the sessions offline.

h) Depute full-time and dedicated officials/resources to coordinate with PFRDA officials.

i) A dashboard to be provided to PFRDA to gather all the necessary reports of the sessions.

### 3.4 Conduct of Training programs

a) Conduct the scheduled training program promptly.

- b) Duration of the training session: 90 minutes followed by a 30-minute Q&A.
- c) Collate the attendance of the participants with contact details.
- d) Language for delivery of training would be in Hindi/English or a mix of both or vernacular wherever required for specific States/sessions. APY training should be in vernacular language as far as possible.
- e) Compile a video of 1 minute and 3 screenshots (starting of session, mid-session, session concluding) depicting the total number of participants during the training session (For Online Session)
- f) Obtain feedback from participants on the training session.

### 3.5 Deliverables:

The format of all the reports to be reported, shall be prescribed by PFRDA. The reports submitted by the selected training institute/organization should strictly be in the prescribed format only which may be subject to change.

Some of the requirements on the part of the service provider are outlined as under:

- a) Hold Train-the Trainers programme for Standardizing the training in different venues, equip trainers at different venues (in case the training is held at different venues) with the same standard content and methodology.
- b) Coordinating with the offices of the intermediaries -POPs/PoP-SPs/ APY-SPs/ Corporates/ Central and state Govt. Nodal offices, Retirement Advisers (RA) or any other intermediaries to attend to the training requirements and modalities as per schedule. The PFRDA shall also provide the necessary assistance for the same. However, it shall be the sole responsibility of the training agency to perform its obligations within the stipulated time and maintaining strict adherence to quality both of which shall be the essence of the award of contract.
- c) Design the training programme to be carried out for Officers/staff in the POPs/POP-SPs/ APY-SPs/ Corporates/ Central and State. Nodal offices/ RA or other intermediaries and customize the entire content as per the specific requirements, if any.
- d) The scope of the project is to design appropriate training programme on the basis of the content/ material provided by PFRDA and then undertake the training programme on a dedicated basis within the training infrastructure and venue(s) as decided.
- e) The Authority will assist the training institute in designing the training module for National Pension System/APY/other pension scheme/ programme regulated by and administered/ to be administered by PFRDA.
- f) The venue for physical training should be easily accessible with the availability of all basic amenities (electricity, drinking water, washroom facility etc.) and should be convenient to approach for the participants. The ambience should be good with commensurate space without causing inconvenience to participants.
- g) Training institute should have proper power backup, to ensure uninterrupted training session in case of power failure.

### 3.6 Post-training activities:

- a) Post completion of each session, the training agency would submit the following to PFRDA within 15 days:
  - Training Report
  - Attendance sheet of participants
  - Video of 1 minute (for Online Session)
  - 3 screenshots depicting the total number of participants during the training session (for Online Session)
  - Participants' feedback
  - Training completion certificate should be provided to the participants via email
- b) Post-completion of the training assignment training agency would submit a consolidated report to PFRDA along with invoices in duplicate, complete in all respects and all the required proof/ documents mentioned in the prescribed report format within 15 days after completion of the month.
- c) Post-completion of the training sessions, the training agency within 15 days after completion of the month would be providing a separate report) with details of the programs conducted and its bifurcation in terms of the number of programs conducted and total number participants trained during the month for each sector and also the bifurcation in terms of demography. The report should also contain the details of most Frequently asked questions during the month for both NPS & APY.

#### **4. RFP Process - Terms and Conditions**

##### **4.1 Content of RFP Documents**

- a) The RFP document should be read in conjunction with any Addendum/corrigendum issued in accordance with **section 4.8** (Amendment of RFP documents) of this RFP document and proceedings of Pre-Bid meeting issued in accordance with **section 4.4** (Pre-Bid meeting)
- b) The applicant is expected to examine all instructions, forms, terms, requirements and other information in this RFP document. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP documents in every aspect would be at the applicant's risk and may result in rejection of its proposal.

##### **4.2 Non- Refundable Application Fee**

- a) The applicant shall be required to deposit a non-refundable application fee of Rs 10,000/- (Plus GST@ 18%) remitted directly in the account of PFRDA through any nationalized or scheduled commercial bank, the bank account details of PFRDA are mentioned below:

Bank Account No:159901000000855

IFSC Code: IOBA0001599

Bank: Indian Overseas bank

Beneficiary Name: Pension Fund Regulatory & Development Authority).

A copy of the statement or the receipt depicting the transaction should be sent along with the bid/proposal in a separate sealed envelope.

- b) Proposal not accompanied with requisite non-refundable application fee shall not be entertained and summarily rejected.

#### 4.3 Earnest Money Deposit (Bid security)

- a) Bidders will have to provide an EMD/Bid security of Rs 50,000/- remitted directly in the account of PFRDA through any nationalized or scheduled commercial bank, the bank account details of PFRDA which are as mentioned below:

Bank Account No:159901000000855

IFSC Code: IOBA0001599

Bank: Indian Overseas bank

Beneficiary Name: Pension Fund Regulatory & Development Authority

A copy of the statement or the receipt depicting the transaction should be sent along with the bid/proposal in a separate sealed envelope.

- b) In the event of non- submission of the EMD/bid-security money the bid will be summarily rejected.
- c) No interest will be payable on the EMD/Bid Security amount.
- d) The EMD/bid security amount will be forfeited if upon being declared successful the selected agency refuses to accept work order or having accepted the work order, fails to carry out its obligations mentioned therein as per the time schedule agreed upon.
- e) The EMD/Bid Security will be refunded to the unsuccessful bidders only after completion of the entire bid process.
- f) The EMD/ Bid security of the successful bidder would be refunded upon submission Performance Bank Guarantee (PBG).

#### 4.4 Pre-Bid Meeting

- a) A prospective applicant requiring any clarification on this RFP document may notify PFRDA in writing at the address indicated in this RFP. The format for the same is prescribed in Annexure III. The same shall also be mailed to [nitin.hansda@pfrda.org.in](mailto:nitin.hansda@pfrda.org.in) and [sachin.joneja@pfrda.org.in](mailto:sachin.joneja@pfrda.org.in) (MS Word format). All queries and clarifications should reach PFRDA latest by the date and time specified in **section 4.17** of this RFP. Any queries received after the indicated date and time will not be entertained.

- b) The applicants' authorized representatives are invited to attend the Pre-bid meeting at their own cost, which would take place in hybrid mode i.e. both online and at the venue mentioned below at time as stipulated in this RFP. The maximum number of authorized representatives for each applicant shall not be more than two.

**Venue:**

PFRDA  
4th Floor, B/14A, Chhatrapati Shivaji Bhawan,  
Qutab Institutional Area,  
New Delhi-110016

- c) PFRDA would provide clarifications to the applicants in the pre-bid meeting only. PFRDA would prepare and send responses/ clarifications to the queries in a consolidated manner and the same will be hosted on the website of PFRDA [www.pfrda.org.in](http://www.pfrda.org.in). PFRDA will not entertain or respond to applicants' queries after the pre-bid meeting.

**4.5 Submission of Proposal**

- a) Interested bidders may respond to the RFP and submit their bid/proposal comprising of: -  
**Envelope I:** Non-refundable application fee and earnest money deposit in sealed cover super scribing on the right-hand side top of the cover as "Non-refundable Application Fee" & "Earnest Money Deposit" as per **sections 4.2 and 4.3** of the RFP.  
**Envelope II:** Technical Proposal, including a softcopy in a pen drive: In a sealed cover super scribing on the right-hand side top of the cover as "Technical Proposal" as per **Annexure –IV**  
**Envelope III:** Commercial Proposal, in a sealed cover super scribing on the right-hand side top of the cover as "Commercial Proposal" as per **Annexure – VII**.
- b) The bidder shall submit a main sealed proposal consisting of following envelopes – (i) a non-refundable application fee and earnest money deposit (ii) one (1) hard copy of the Technical Proposal along with a softcopy of the technical proposal on a pen drive and (iii) the Commercial Proposal.
- c) The name of the project, the bidder's name and address, email ID and the name of the primary and secondary contact person should be provided on the

right-hand side of the main sealed proposal/envelope.

- d) There should be an index at the beginning of the technical proposal detailing the summary of all information contained in the proposal and all the pages of the proposal should be serially numbered. All pages of the Technical and Commercial Proposals are to be authenticated by the authorized signatory.
- e) The currency of the proposal and payments shall be in Indian Rupees only. All proposals and correspondence and documents shall be written in English language only.
- f) All eligibility conditions as stipulated under section 2 of the RFP shall have to be strictly satisfied on the date of submission of bids and not at a later date.
- g) The original proposal (Technical Proposal and Commercial Proposal) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be authenticated by the persons or persons who sign(s) the proposals.
- h) No modification/ correction in quotations will be entertained once the commercial bid/proposal is submitted. Bidders are advised to exercise adequate care in quoting the prices/fees. In case of a discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.
- i) The Technical Proposal should not include the commercial bid under any circumstances; otherwise, it would be summarily rejected. The Commercial Bid shall not include any conditions attached to it and any such conditional commercial proposal shall be rejected summarily.
- j) PFRDA will not accept delivery of proposals by fax or email. Proposals received in such a manner shall be treated as defective/invalid and rejected.
- k) The bidder is responsible for all costs incurred in connection with participation in this RFP process, including but not limited to, costs incurred in the conduct of informative and other diligence activities, participation in meetings, presentation, preparation of proposal and in providing additional information required by PFRDA. This RFP does not commit PFRDA to award a contract or to engage in negotiations.

- l) The costs of preparing the proposal are not reimbursable and PFRDA is not bound to accept any of the proposals submitted.
- m) All proposals and accompanying documents received within the stipulated time will become the property of PFRDA and will not be returned. The hard copy version will be considered as the official proposal.

#### 4.6 Address and Dateline for Proposal Submission

- a) Proposals should reach PFRDA at the following address not beyond the time limit as specified in **clause 4.15** of the RFP  
General Manager (Training),  
Pension Fund Regulatory and Development Authority (PFRDA),  
B-14/A, Chhatrapati Shivaji Bhawan, Qutab Institutional Area, Katwaria Sarai,  
New Delhi- 110016
- b) In case the proposal is submitted by hand, applicants' representative(s) shall sign a register evidencing their attendance.
- c) Proposal received after the stipulated date and time or incomplete, or not in prescribed format or unaccompanied by fees shall be summarily rejected.

#### 4.7 Late Applications

Any proposal received by PFRDA after the deadline for submission of proposal prescribed in **clause 4.17** of this RFP shall be summarily rejected and will not be processed further.

#### 4.8 Amendments to the RFP

At any time prior to the deadline for submission of proposals, PFRDA may modify/amend or vary, for any reason deemed necessary, the RFP by an amendment notified on the PFRDA's website and such amendment shall be binding on all.

#### 4.9 PFRDA's Right to Terminate the RFP

PFRDA may terminate the RFP process at any time and without assigning any reason. PFRDA makes no commitment, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by PFRDA. The applicant's participation in this process may result in PFRDA selecting the applicant to engage in further discussions and negotiations toward the execution of a contract. The commencement of such negotiations does not, however, signify a commitment by PFRDA to execute a contract or to continue negotiations. PFRDA may



terminate negotiations or cancel or annul the RFP process at any stage prior to signing of the contract with the successful applicant, without assigning any reason.

#### 4.10 Preparation of Proposals.

The bidder is required to submit a Technical and Commercial Proposal as specified below:

##### 4.10.1 Technical Proposal

I. The Technical Proposal will contain supporting documents in addition to **Annexure (IV, V, VI, VIII, IX)**

##### 4.10.2 Commercial Proposal

I. In preparing the Commercial Proposal, Training Institute/ Organization are expected to take into account the requirements and conditions outlined in the RFP document.

II. The Commercial Proposal shall contain the following documents to be submitted in the standard formats given in this RFP Document:

- a) Letter of Commercial Proposal Submission (**As per Annexure VII**)
- b) The bidder applying for the engagement process should provide a quotation for each of the different modes presented under the clause 3 of "Scope of Work and Deliverables for Training Agency" i.e (A), (B), (C), (D), (E), (F), (G), (H)&(I).

III. The amount quoted under each of the training modes will cover all costs / expenses of the Training Institutes/Organization for undertaking work as detailed in the Scope of Work.

IV. The cost quoted will be firm and fixed for the duration of performance of the contract. At no point of time will any deviation from the quoted rate would be entertained by the Authority.

V. The Commercial Bid shall not include any conditions attached to it and any such conditional Commercial proposal shall be rejected summarily.

VI. Out of pocket expenses viz. telephone, courier, postage, fax, conveyance etc. Incurred by the Training Institutes/Organization during the contract period will be borne by the agency and will not be reimbursed by PFRDA in any manner.

VII. Where the cost quoted in the commercial bid is zero or in the opinion of PFRDA, is significantly low, so as to secure the contract by the bidder or has the potential to impede the effective working of the contract and provision of timely, efficient and quality services to PFRDA, then such bids even if L-1, shall be treated as nonresponsive and rejected.

#### 4.11 Modification, Substitution, and Withdrawal of Proposal

No proposal can be withdrawn in the interval between the deadline for submission of

proposals and the expiration of the validity period as specified in **clause 4.12** of this RFP. However, applicant is allowed to withdraw his proposal till deadline for submission of proposals as specified under **section 4.17** of this RFP. Once the proposal documents are submitted, modifications and substitutions in the proposal documents shall not be allowed.

#### 4.12 Period of Validity of Proposals

- a) The proposals shall be valid for a period of 120 days from the date of opening of the technical proposals. A proposal valid for a shorter period may be rejected as non-responsive.
- b) In exceptional circumstances, at its discretion, PFRDA may solicit the applicant's consent for an extension of the validity period. The request and responses shall be made in writing.

#### 4.13 Proposal Opening

- a) Total transparency will be observed while opening of proposals. Sealed envelopes of the proposals will be opened at the date and time as prescribed in **clause 4.17** of this RFP in the presence of authorized representatives of the applicants' who wish to attend the event physically. The maximum number of authorized representatives for each applicant will not be more than two. The applicant's representative(s) shall sign a register evidencing their attendance. PFRDA reserves the right at all times to postpone or cancel a scheduled RFP opening. The venue for the opening of proposals is as mentioned under **clause 4.4** of the RFP.

#### 4.14 Evaluation of Proposal

- a) Proposals will be examined by an Evaluation cum Selection Committee constituted by PFRDA or its designated representative(s). The evaluation of proposals (technical and commercial) will be undertaken as per the following stages.
  - I. The first stage of evaluation would involve examination of the technical proposal by the evaluation cum selection committee of each of the bidder(s) against the pre-qualification/ minimum eligibility criteria set out under section 2 of this RFP.
  - II. Bidders who fulfill the minimum eligibility criteria will be invited to make presentations on their Technical Proposal at a date/time to be specified and conveyed by PFRDA and scores will be assigned by the Committee for the technical proposal and presentations made by the bidder.

- b) In the process of examination, evaluation and comparison of the proposal, PFRDA may, at its discretion, ask bidder(s) for clarification of its proposal which the bidder will be obliged to furnish in writing failing which its bid is not liable to be evaluated. The bidder(s) are expected to respond/provide the information/clarifications within the stipulated time. Failure to provide the information may lead to disqualification of the bidder.
- c) The Technical Proposal, which includes a presentation, will be evaluated by the Committee on the basis of the following criteria.

SL	Criteria	Maximum Marks	Scoring Parameters	Score
1	Average Annual Turnover of the applicant exclusively from training activities in the last three financial years.	10	1 Cr ,≤ 3Cr - 5marks Above 3 Cr ≤ 7 Cr – 7 marks Above 7 Cr – 10 marks	
2	Number of years of experience in the field of imparting training on financial products as on the last date of submission of RFP.	10	5 to 7 years - 5 marks Above 7 to 9 years – 7 marks More than 9 years – 10 marks	
3	No. of training projects conducted during the last 5 financial years as on 31 <sup>st</sup> March 2023, (during 2018-19 to 2022-23) in the Government/PSU/Pvt sector in BFSI on financial products	15	3 to 5 projects: 5marks 6 to 10 projects: 10 marks More than 10 projects: 15 marks	
4	No. of training sessions conducted in the Government/PSU/Pvt sector in BFSI on financial products in the last 5 financial years as on 31 <sup>st</sup> March 2023 (FY 2018-19 to FY 2022-23)	15	750-1000 sessions: 5 marks 1001-1500 sessions: 10 marks More than 1500 sessions:15 marks	
5	No. of participants trained in the last 3 financial years as on 31 <sup>st</sup> March 2023 (FY 2020-21 to FY 2022-2023)	15	50000 to 60000: 5 marks 60001 to 80000: 10 marks 80001 and above: 15 marks	
6	Number of Trainers with desired qualifications and experience Minimum number required is 30. Desired Qualification: Graduate/postgraduate. Minimum Experience of 2 years of providing training on financial products.	15	30 to 40: 5 marks 41 to 50 10 marks 51 and more: 15 marks	
8	Number of own training centres in the zone	5	10 to 15 centres: 1 mark 16 to 20 centres: 3 marks 21 or more centres: 5 marks	
9	Presentation of a roadmap for managing the training activities of PFRDA	15	Based on Presentation	
<b>TOTAL</b>		<b>100</b>		

- d) The Applicant(s) scoring 70 marks or more in the Proposal Evaluation (i.e. 70 out of 100), will only be considered for opening of commercial proposal.

#### 4.15 Evaluation Criteria and Identification of Best Evaluated Bid

- a) In order to evaluate the commercial proposals, Least Cost Based Selection

(LCS) process will be followed.

- The L1 will be identified separately for both the online and Offline Modes
  - For Online L1 should the cumulative of (A)+(B)+(C)
  - For Offline L1 should the cumulative of (D)+(E)+(F)+(G)+(H)+(I)
  - For the sake of computation of overall L1 the weightage distribution for online would 60% and for offline it would be 40%.
- b) If desired by the authority, an opportunity may also be provided to the other qualified bidders to match the L1 and if found suitable and justifiable, the engagement may be awarded to multiple bidders matching the L1 quote. However, the same would be at the full discretion of the Authority.

#### 4.16 Finalization and notification of award

PFRDA reserves the right to call for resubmission of proposal if in its opinion, the proposals received is not reasonable. The opinion of PFRDA shall be final in this regard. Evaluation will be based on the proposals submitted and any additional information requested by PFRDA. Prior to the expiry of the validity period, PFRDA shall notify the successful applicant in writing that its proposal has been accepted. A contract will be awarded to the responsive bidder whose proposal conforms to the RFP and is, in the opinion of PFRDA, the most advantageous and represents the best value to the project, price and other factors considered. Evaluations will be based on the proposals and any additional information requested by the PFRDA.

#### 4.17 Key Activities and Dates

The key activities and dates for the purpose of this RFP are mentioned below:

SL	Key Activities	Date*
1.	Issuance of Request for Proposal (RFP)	06 <sup>th</sup> February 2024
2.	Last date of receiving queries from applicants	16 <sup>th</sup> February 2024 18:00 hrs
3.	Pre-Bid Meeting	19 <sup>th</sup> February 2024 11:00 hrs
4.	Last date and time for submission of proposals	27 <sup>th</sup> February 2024 15:00 hrs
5.	Technical Proposal opening	27 <sup>th</sup> February 2024 15:30 hrs
6.	Presentation on Technical Proposal	12 <sup>th</sup> March 2024
7.	Commercial Proposal opening	18 <sup>th</sup> March 2024 15:00 hrs
8.	Contract finalization and award	After approval of the competent authority

\* PFRDA reserves the right to change any date/time/ venue mentioned in the schedule above under intimation to all concerned

## 5. General Terms and Conditions

### 5.1 Contract Period

PFRDA may award the contract to the successful applicant(s) as Training Agency for a period of **03 years** from the date of engagement, which may be extended at the instance of PFRDA for another period of one year at its sole discretion on the same terms and conditions.

### 5.2 PFRDA's Right to Accept or Reject Any or All Proposals

PFRDA reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time prior to the award or signing of the contract, without being under any obligation to assign any reasons and without thereby incurring any financial or other liability to the affected applicant(s) or any obligation to inform the affected applicant(s) of the grounds for PFRDA's action.

### 5.3 Notification of Award

Prior to the expiry of the validity period (unless extended), PFRDA will notify the successful applicant(s) in writing that its proposal has been accepted.

### 5.4 Failure to agree with the Terms & Conditions of the RFP

Failure of the successful applicant(s) to agree with the Terms & Conditions of the RFP and implement the assignments shall constitute sufficient grounds for termination of its engagement as Training Agency and blacklisting by PFRDA.

### 5.5 Performance Bank Guarantee

Before commencement of training programmes, the Training Agency will be required to submit an unconditional and irrevocable Performance Guarantee (PG) in the form of a Performance Bank Guarantee or a Fixed Deposit Receipt pledged to PFRDA, from a scheduled commercial bank acceptable to PFRDA, payable on demand, for the due performance and fulfillment of the assignment by the Training Agency. The value of the Performance Guarantee will be 10% of the total bid/assignment value. The Performance Guarantee should remain valid for a period of 180 days beyond the completion of the assignment.

- b) In the event of the Training Agency being unable to service the assignment for whatever reason, or breaches the terms and conditions of the assignment/RFP, PFRDA shall be entitled to invoke the PG. Notwithstanding and without prejudice to any rights whatsoever of PFRDA under the contract, the proceeds of the PG shall be payable to PFRDA as compensation for the applicant's failure

to perform/comply with its obligations under the contract. PFRDA shall notify the applicant in writing of the exercise of its right to receive such amount within 14 days, indicating the contractual obligation(s) for which the applicant is in default.

- c) Before invoking the PG, the Applicant/PR Agency may be given an opportunity to represent before PFRDA. The decision of PFRDA on the representation given by the agency shall be final and binding.

#### 5.6 Terms of Payment to the Training Agency

- a) Advance payment will **not** be considered.
- b) Payments will be made after completion of the trainings and submission of the specified reports along with the bills/invoice on monthly basis.
- c) The Training Agency shall submit invoices in duplicate, complete in all respects, along with the desired reports within a period of 15days after completion of the month.
- d) Goods and Services Tax shall be paid as applicable and as per actual.
- e) Payment will be made through electronic transfer of funds to the bank account of the Training Agency in Indian Rupees.

#### 5.7 Rights over the Work Products/Deliverables & Confidentiality

- a) All proprietary information, correspondence and documentation and participants data etc. exchanged between PFRDA and Training Institute / Organization in relation to the services provided to PFRDA shall be treated as confidential and privileged by the Parties and disclosed only to their respective officers, directors, employers, agents, representatives, professional advisors and members of Official Committee (if any, formed for the purpose) on a need-to-know basis.
- b) The Training Agency and its employees shall treat all confidential information provided to it or obtained otherwise in connection with the contract or its implementation, as confidential and not use the same partially or totally for any purpose other than for the purposes of the contract, without the prior written approval of PFRDA. Such information shall not be shared with any third party (other than the target recipient) or with any media, without prior approval of PFRDA nor shall be used to derive any financial or other benefit. Training Agency shall not be authorized to give information in any manner to any media or other parties, on the aspects involved in training and shall direct all queries to PFRDA.
- c) PFRDA may use the information, tools and deliverables provided by the Training Agency in connection with the project/assignment, in any appropriate manner as deemed fit, for its own purposes.

- d) This obligation on the part of the Training Agency would survive, notwithstanding the determination of the engagement,

5.8 Governing Laws/ Jurisdiction Arbitration

Any matter relating to the engagement of Training Agency or the procedure for the engagement of the Training Agency shall be governed by the Laws of Union of India. The dispute relating to such engagement shall be subject to the exclusive jurisdiction of the Courts at New Delhi (with exclusion of all other Courts) which shall have the jurisdiction to decide or adjudicate on any matter or dispute which may arise.

**Annexure I: Proposal Submission Letter Form**

(On the letterhead of Applicant)

Date:

General Manager (Training),  
Pension Fund Regulatory and Development Authority  
(PFRDA)  
B-14/A, Chhatrapati Shivaji Bhawan,  
Qutab Institutional Area, Katwaria Sarai,  
New Delhi- 110016

Dear Sir,

**Ref: Request for Engagement (RFP) as Training Agency**

Having examined the RFP documents, the receipt of which is hereby duly acknowledged, I/we, the undersigned, offer to provide the services as required and outlined in the RFP for engagement of Training Agency by PFRDA. We meet the requirements and agree to provide such services as set out in the RFP documents. We attach hereto our response to the RFP document, which constitutes our proposal for being considered for the assignment.

We undertake, if our proposal is accepted, to adhere to the stipulations put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and PFRDA or its appointed representatives.

We agree to the unconditional acceptance of all the terms and conditions set out in the RFP documents. We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to PFRDA is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead PFRDA as to any material fact. It is hereby confirmed that I/we are entitled to act on behalf of our corporation/company/firm/organization and are empowered to sign this document, which may be required in this connection.

We shall observe the confidentiality of all the information passed on to us in the course of the RFP process and shall not use the information for any other purpose than the current RFP.

We also understand that PFRDA is not bound to accept the offer either in part or in full. If PFRDA rejects the offer in full or in part PFRDA may do so without assigning any reasons therefore.

Dated this \_\_\_\_\_ Day of \_\_\_\_\_ 2023.

Authorized Signature [In full and initials]  
(in the capacity of)

Duly authorized to sign the RFP Response for and behalf of:  
(Name of the Company) (Seal/Stamp of applicant)

Address for Correspondence



**Annexure II: No Deviation Certificate**

Date:

To

**General Manager (Training),**  
Pension Fund Regulatory and Development Authority  
(PFRDA)  
B-14/A, Chhatrapati Shivaji Bhawan,  
Qutab Institutional Area, Katwaria Sarai,  
New Delhi- 110016

Dear Sir,

We understand that any deviation/exception in any form in our application against the RFP dated ..... may result in the rejection of our proposal. I/We, therefore, certify that we do not have any exception/deviation of the RFP clauses anywhere in the proposal and we agree that if any deviation is mentioned or noticed, our proposal may be rejected.

Yours faithfully,

(Signature of Authorized Signatory)

Name:

Designation:

Company Seal:

**Note: This “No Deviation Certificate” should be written on the letter head of the applicant duly signed and stamped with date by a person competent and having authorized power to bind the applicant.**

**Annexure III : Pre-Bid Query Format**

<b>SI</b>	<b>Section &amp; Page No.</b>	<b>Clause Requiring Clarification</b>	<b>Clarification Requested/Sought</b>

**Annexure IV: Technical Proposal Letter**

(On the letterhead of the bidder)

**TECHNICAL PROPOSAL SUBMISSION LETTER**

[Location, Date] From:

(Name of the Bidder)

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To

General Manager,  
Pension Fund Regulatory and Development Authority  
(PFRDA) B-14/A, Chhatrapati Shivaji Bhawan,  
Qutab Institutional Area, Katwaria Sarai, New Delhi- 110016

Subject: Engagement of training agency for imparting training on pension schemes regulated/administered by Pension Fund Regulatory and Development Authority (PFRDA)

Sir,

I/We, the undersigned, offer to undertake the assignment of Training agency for PFRDA, in accordance with your RFP Document dated .....

I/We hereby submit my/our Technical Proposal for the same.

I/We understand that PFRDA is not bound to accept the proposal received in response to this RFP dated .....

Yours Sincerely,

Signature: Name of Bidder: Address:

**Annexure V : Format of Technical Proposal**

(Proposal must be indexed and each page numbered)

**A. General Information**

<b><u>Sl.</u></b>	<b><u>Particulars</u></b>	<b><u>Details</u></b>	<b><u>Name of Supporting Document Submitted</u></b>	<b><u>Page no. of document</u></b>
1.	Name of Training Agency			
2.	Full Address			
3.	Contact Details (Tel. No /E-mail)			
4.	Date of Establishment of Entity (Incorporation/Deed/License)			
5.	Organization Type (Details & enclose Certificate)			
6.	No. of Branches (Enclose details with address proof & Telephone No.)			
7.	GST Registration Details in the relevant area of work			
8	PAN			

**B. Eligibility Criteria**

<b><u>Sl.</u></b>	<b><u>Particulars</u></b> (Enclose evidence)	<b><u>Details</u></b>	<b><u>Name of Supporting Document Submitted</u></b>	<b><u>Page no. of document</u></b>
1.	Number of years of experience			
2.	Number of years of experience in training activity in the financial sector/BFSI			
3.	Tangible net worth for the last 05 FY (2018-19 to 2022-23) supported by audited accounts and balance sheet/ Annual report, ITR and CA Certificate			
4.	Annual Turnover of the organization attributable to training activity for the last 03 FY.			
5.	Manpower resources of the organization in the area of Training with details of experience and qualification			
6.	CV of the proposed Project Coordinator/s to be deployed			

<b><u>Sl.</u></b>	<b><u>Particulars</u></b> (Enclose evidence)	<b><u>Details</u></b>	<b><u>Name of Supporting Document Submitted</u></b>	<b><u>Page no. of document</u></b>
7.	Details of own training venues across the country			
8.	Details of Office in NCR			
9.	List of clients and projects handled for Govt/PSU/Pvt in BFSI during the last 05 FYs			
10.	No. of training sessions conducted for Govt/PSU/Pvt in BFSI during the last 05 FYs			
11.	List of present clients (enclose details)			
12.	Details of training projects during the last 05 FY (2018-19 to 2022-23) and no. of participants trained in last 3 FY (2020-21to 2022-23)			
13.	Any other relevant information			

**Annexure VI- Details of Financial Strength, Experience, Manpower, Venue****Financial Strength**

Financial Year	Tangible Net worth (in Rs Cr)	Annual Turnover from training activities (In Rs Cr)	Type of supporting document attached

**Experience Details**

Sl	Name of the Client	Contact person name, telephone number and address	Financial product handled for training	Date/period of Implementation	Total No. of training Session completed	Total No of participants trained	Average no of participant per batch	Order value (in Rs Cr)	Type of supporting document attached

**Details of Manpower**

Sl.	Name of the Trainer	Address of Trainer	Phone no	Email ID	Associated since	Educational Qualification	Special Training (if any)	Experience in Training (in years)

**List of Training Centres (own venues)**

Sl.	Name of the Institute/training center	Address	Phone no & email Id of contact person	no of seats	Area of the training centres	Whether own premises or secondary arrangement

**Annexure VII: Commercial Proposal Letter**  
**(on the letterhead of the bidder)**

**COMMERCIAL PROPOSAL SUBMISSION LETTER**

[Location, Date] From:  
(Name of the Bidder)

To,

General Manager,  
Pension Fund Regulatory and Development Authority  
(PFRDA) B-14/A, Chatrapati Shivaji Bhawan,  
Qutab Institutional Area, Katwaria Sarai,  
New Delhi- 110016

Subject: Engagement of training agency for imparting training on pension schemes regulated/administered by pension fund regulatory and development authority (PFRDA)

Sir,

I/We, the undersigned, offer to undertake the assignment of: Engagement of training agency for imparting training for pension schemes regulated/administered by pension fund regulatory and development authority (PFRDA), in accordance with the RFP document dated .....  
The attached Commercial Bid is for amount as mentioned below:

S.No	Mode of Training	Amount quoted for (Mode of training* number of sessions)	Amount (in INR)
1	Online	A*2= B*2= C*2= Total	
2	Offline	D=*1 E=*1 F=*1 G=*1 H=*1 I=*1 Total	

\*For details of A, B, C, D, E, F, G, H & I, kindly refer section 3.1 related to 'scope of work'.

\*Applicable GST would be charged for separately and should not be quoted in the above quote.

\*The commercials quoted should be unconditional.

The Commercial Bid shall be binding upon us, upto the completion of the period of engagement/contract as specified in the RFP document dated .....I/We understand that PFRDA is not bound to accept any proposal received in response of the RFP dated .....

Yours Sincerely, Signature:

Date: Name of Bidder:

Address:

**Annexure VIII: Declaration cum Certificate**

(On letterhead of the Training Agency duly stamped and signed)

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that our organization/entity has not been backlisted by any Central Government/Central Autonomous Bodies/State Government/State Autonomous Bodies/Public Sector Undertakings/Banks/IBA/any other Corporates/any regulatory authority.

Further, this is to certify that our Agency does not have any legal, civil, criminal, taxation and other cases pending that may have an impact affecting or compromising the delivery of services required.

Date:

(AUTHORISED SIGNATORY)  
NAME:  
DESIGNATION:



