

Remarks of PFRDA on pre-bid queries for RFP dated 17/02/2017

Sr. No	Clause No. Requiring Clarification	Page No. of RFP	Clause Requiring Clarification	Clarification Required	PFRDA remarks
1	A. Content development and training design	Page no. 13	II. Design training; develop the course content for face to face training. The training content is to be developed in Hindi & English.	<p>Will PFRDA provide the raw content, training course content already available with PFRDA and any other material for design and development of the training course content.</p> <p>How many hours of training program has to be designed, developed and deployed under this project.</p> <p>Will the duration of the training program be same for different levels of participants?</p>	<p>Yes, the draft of the training content will be provided.</p> <p>pls refer to pt.5.2 E (i) of the RFP</p> <p>pls refer to pt.5.2 E (i) of the RFP</p>
2	A. Content development and training design	Page no. 13	IV. Multimedia training material to be prepared for different sectors for effective delivery of trainings.	Does PFRDA have any multimedia training material available with them? If yes, will the successful bidder be provided access to the PFRDA training material for use in the training to be conducted by the vendor?	Yes, the multimedia content and the training material will be shared. The agency should have the capability to deliver the training through multimedia content.
3	B. Over all Programme Management:	Page no. 13	I. This includes aligning stakeholders, scheduling participants in batches, sending invites to participants, necessary follow-ups to ensure timely presence in training, devise motivational tools to encourage involvement in training, drive the training and all kind of communication with the participants and other stakeholders.	<p>Is the mobilization of training program participants also the responsibility of the vendor?</p> <p>What support will PRFDA provide in mobilization of training participants?</p> <p>Is this mandatory training for participants or is it voluntary? In case it is only a voluntary training for the participants then not all invited participants will come for the training? Please clarify as how to deal with such a situation.</p>	<p>a)The vendor will ensure adequate participants per session by co-ordinating with the nodal officers. The arrangements of travelling shall be done by the nodal offices themselves.</p> <p>b)The contact details of all the nodal officers of the intermediaries will be provided for obtaining the nominations and the mobilisation of participants will be the training agency's responsibility</p> <p>c)It is voluntary. However, efforts will be required to contact nodal offices and ensure adequate nominations/participants.</p>

4	C Conduct of Training programs	Page no. 13	I. Conduct the training program, including the attendants' logistics.	Please specify what kind of logistic arrangements are to be provided? Is the vendor required to provide for air/rail/bus travel of participants? If yes, then will the travel cost of the participant be reimbursed or we need to incorporate the cost into our financial bid? Please clarify	The training agency shall not arrange for the travel of the participants. However, it will ensure their participation and co-ordinate for successful conduct of training. All the facilities as mentioned in the clause 5.1 C of the RFP need to be ensured by the training agency.
5	D Number of Batches and Batch Size	Page no. 14	The training programs will be conducted in batches over the period of validity of the contract. The batch size may be of 40-60 trainees. Minimum batch size may be of 40 trainees.	In case there are less than 40 participants for a batch, will the batch be canceled or will the training be conducted for trainees present. What happens if some participants leave the training session before completion of the program? Vendor will invoice for the complete batch as all arrangements for all the trainees have been made in advance. Kindly Confirm	The training agency has to ensure minimum capacity of 40. The authority's approval is to be taken if the batch size is less than 40. It has to be ensured that the complete session is attended to.
6	F Location of the training	Page no. 14	The training is envisaged to be organized all across India in the zones as specified in point 4.	Will the trainings have to be conducted at state capitals only? Kindly clarify.	Trainings can be conducted all across India at the venues of the training institutes and their secondary arrangements which may not be limited to State capitals.
7	5.2. DELIVERABLES AND TIMELINES	Page no. 16	C. Through this RFP, the PFRDA desires to select two institute(s)/organization(s) that have the capability to train and create a totally committed work force that would become the driving force for implementation of	Our understanding is that only one vendor will be selected under this RFP for both South and East.	Only one training institute/organisation will be selected for South East.
8	5.2. DELIVERABLES AND TIMELINES	Page no. 17	The venue should be easily accessible with availability of all basic amenities (electricity, AC, 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.	We propose to hire Colleges and similar institutions for conduct of the training program. These will be non-AC venues with all other required infrastructure and facilities. Kindly confirm that the same is acceptable.	The clause of the RFP stands.
9	9.1.2. Financial Proposal	Page no. 22	c. The strategy to conduct the training for the intermediary officials/other agencies involved in registration of subscribers across the country within the contract period.	This document has to be submitted with the financial proposal? Kindly confirm as the same document is also required to be submitted with the technical proposal as well.	To be submitted with the technical proposal.

10	9.1.2. Financial Proposal	Page no. 22	The cost quoted will be firm and fixed for the duration of performance of the contract.	We submit that any extension of the contract beyond the contract duration of 12 months allow for a suitable revision of the cost. Kindly confirm the same.	The clause of the RFP stands.
12	18. Selection Process	Page no. 28	IV. Only Agencies scoring 75% marks or more in the Technical Evaluation will be shortlisted for opening and consideration of their financial bids.	Will PFRDA share the technical scores of all the qualified bidders before opening of the financial proposals? Kindly confirm.	The technical scores will be shared with the qualified bidders before opening of financial proposals.
	Clause 18 1 (III) 8	28	Presence in the zones (own venues): For the last 10 years, we have been effectively working with a centralised team in Mumbai for co-ordination of training venues across locations in India. Through a hub and spoke model, we have empanelled senior trainers as franchise partners across regions. These trainers have their own offices and function as regional cluster heads for us. They oversee trainings held in their location at own/rented/third party venues and provide training and support to trainers empanelled in their cluster. We have entered into trainer /franchising agreements with exclusivity and non-disclosure clauses. We believe that including these trainer names and their offices should effectively address this clause .		The RFP clause 6.1 point no 5 stands w.r.t. the trainers and the RFP clause 6.1 point 7 may be referred to w.r.t. the venues.
	2 Clause 18 (III)	27-28	Qualifications of trainers in BFSI sector is prescribed as Post Graduate/MBA/CA Or Equivalent Master Degree in the Area of Finance.However, CFA, CFP, NISM- CPFA these qualifications could also be considered as these are BFSI specific qualifications.		The RFP clause stands.
	3	35	37	Once Service tax and education cess is subsumed by GST, will GST be reimbursed by PFRDA?	PFRDA would be guided by the rules w.r.t. GST across board.