

RFP FOR REQUEST FOR PROPOSAL FOR ENGAGEMENT OF TRAINING AGENCY FOR IMPARTING TRAINING ON PENSION SCHEMES REGULATED/ADMINISTERED BY PFRDA

PRE-BID QUERY RESPONSES

SI	Section & Page No.	Clause Requiring Clarification	Clarification Requested/Sought	Pre-Bid Response
1	2.Pre-qualification/ Minimum Eligibility Criteria Page No 6	Average annual turnover exclusively from Training activities in the last 3 financial years– Rs. 1.0 Crore. (FY 2020-21, 2021-22 & 2022-23)	As per our understanding this self-attested document needs counter signature and stamp of CA. Please confirm.	Yes, it should be counter signed by the CA (with stamp)
2	2.Pre-qualification/ Minimum Eligibility Criteria Page No 7	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).	Please clarify whether 750 training sessions means sessions conducted per day. For e.g. 4 sessions conducted in a day for a 5-day program shall be considered as 20 training sessions. Please clarify if our understanding is correct.	Yes, it should be substantiated. Proper documents need to be submitted by the agency.
3	2.Pre-qualification/ Minimum Eligibility Criteria Page No 8	The number of participants trained during the last three years FY 2020-21 to 2022-23 taken together should be 50,000 or more.	50,000 numbers trained during the last 3 years is quite a big number given the fact that there were covid years. It is therefore requested to remove this condition from the eligibility criteria since it is already part of the evaluation criteria.	Criteria will remain the same. However, the participants trained through both online and offline modes would be considered.

4	3.Scope of Work and Deliverables for Training Agency Page No 9	Participants gathered by the agency both Online & Offline (B)	Need clarity on the category and profile of participants to be gathered by the agency	Subscribers, both existing and potential and officers of intermediaries/ nodal offices/ stakeholders.
5	3.Scope of Work and Deliverables for Training Agency Page No 9	A 3rd Party request (The agency has to deliver the session only) – (C)	Need clarity on 3rd Parties and the mechanism of taking their requests. Whether the requests will be routed through PFRDA, or they shall be coordinating with the agency directly.	<u>For the online mode-</u> Under 3rd party request, the training agency is required to arrange for trainer only for delivering the online session. The request could either come to PFRDA or to the training agency. <u>For the offline mode-</u> Under the 3rd party request, the training agency will have to arrange for the trainer, who would be delivering the session. However, the same could be delivered either at the agency's venue or at the Recipient's venue.
6	3.Scope of Work and Deliverables for Training Agency Page No 9	Training will be held at recipient's venue (D, F & H)	Clarity required regarding recipient's venues in terms of expected locations and frequency.	In Major Indian Cities and District Centres.
7	3.2 Content development and training design Page No 10	The training content is to be developed in Hindi, English and other regional languages.	List of regional languages in which the content needs to be developed.	Major vernacular languages
8	3.4 Conduct of Training programs Page No 11	b) Duration of the training session: 90 minutes followed by a 30-minute Q&A.	Is the duration same for both online and offline sessions or they are different.	Yes, they are same
9	Annexure VII: Commercial Proposal Letter Page No 31	Amount quoted for (Mode of training* number of sessions)	Since the quote is asked in terms of quote per session multiplied by number of sessions where the variable is total number of sessions which is not known. It is	The quotes have been invited on a per session basis and to balance out both the modes (i.e online and offline) the number of

			therefore requested to confirm the number of sessions pertaining to each category (A-I) or modify the commercial format asking for quote per session only pertaining to different categories of online and offline mode.	sessions in online modes have been kept as 2 (for each of the three modes A, B, C).
10	3.1	Should the training cost include solely the cost of training delivery, or should it also include other overheads, such as the out-of-pocket expenses (food, local conveyance, equipment cost etc?)		All the overheads have to be factored in while quoting for each of the sessions (either online or offline).
11	3.1	If yes, will the expense be reimbursed on actuals or will there be any capping?		Kindly refer the previous response.
12	3.1	Will the training cost be different depending on the location? (Tier 2, Tier 3 cities)		The training will be conducted in major Indian Cities and District centers and accordingly the cost should be quoted by the agency for both the online and offline mode.
13	3.1	In locations where neither the training agency nor the recipient has any centers, how will the arrangement be done		The same has to be arranged by either of them (Training agency or the recipient)
14		Will the consideration for empanelment be limited to the technical bid alone, or will both the technical and financial bids be taken into account?		1st the technical bid will be evaluated, and those who would be scoring 70 marks or more in the technical proposal evaluation, will be considered for opening of the financial Bids.
15	3.3 f	Will the cost of translation be borne by PFRDA for content development?		All these have to be factored in while providing the quotation.

16	3.3 c/g	Will the cost of SMS, email, WhatsApp communication and print media be reimbursed by PFRDA?		All these have to be factored in while providing the quotation.
17	3.3 h	Will the cost of Dedicated resource be borne by PFRDA?		All these have to be factored in while providing the quotation.
18	4.2 a	What is the status of someone who has already paid the application fee, will that be adjusted or returned?		Those who have applied in the previous RFE process held during June-July 2023 and paid Rs. 10,000/- application fee will have to pay an amount of Rs 1800 (inclusive of GST) while applying in the current RFP.
19	4.3	What is the status of someone who has already paid EMD/ PBG, will that be adjusted or returned?		There is no EMD lying with PFRDA.
20		What is the payment turnaround time?		Depending upon the completeness of documents received.
21	4.3	Exemption to MSEs from submission of EMD/ Bid Security		EMD exemption available to the bidding firms under MSE category as per GFR Rule 170 (i). The bidder seeking EMD exemption, must submit the valid supporting document i.e. MSME certificate, for the relevant category.