

**Request for Proposal**  
**For Appointment of Training Institutes / Organization for Imparting Training to Bank Officers/Staff under Atal Pension Yojana**

**QUALITY CUM COST BASED SYSTEM (QCBS)**

**Pre Bid Queries**

S. No.	Para No.	Clause Requiring Clarification	Clarification Required	Respond
1	3.3	The institute should be able to provide suitable product and soft skills training on a dedicated basis using their own logistic arrangement including venue for training etc and list of centers would be provided by the PFRDA.	Our understanding is , Infrastructure will not be provided by PFRDA , the vendor has to arrange for it . Any Deviation? Will PFRDA provide training material for the training	The vendor has to arrange for necessary infrastructure for arranging the training end to end .PFRDA will provide the basic training contents
2	3.8	Design the training programme to be carried out for Officers/staff in the Bank and customize the entire content to banks and PFRDA specific needs.	Kindly let us know the list of Banks	Ref Corrigendum to RFP issued on 10th April 2014.  An indicative number of centers/programmes has been provided in the corrigendum which is prepared on the latest RBI report on the number of branches of SCBs in the country.
3	3.9	The selected Bidder will carry out the training programmes at one centre or different centers across the country on parallel basis, so as to cover all the Officers /staff under the APY training programme within the defined timeline.	How frequent should we conduct Training	The training sessions have to be conducted so as to complete the same in the stipulated time period as defined in the RFP.
4	4.1 iii	Have experience in training employees of Indian Public sector /Private sector banks on Banking, functional and theoretical, technological and behavioral areas.	Please consider Exp in Government Sector Projects and Financial services also	Refer the eligibility conditions as per RFP.
5	5a	The agency should designate a Project Manager who would be a single point contact for handling the assignment. The Project Manager should have the relevant experience and the strategic depth to interact with senior officials on training aspects including the designing of the training programme.	Training should be daily for 4 months or should be scheduled and approved by PFRDA as per locations and Participants How many trainers will be required per training ?	The training have to be offered based on the indicative list of statewise presence of SCBs and the vendor can schedule the sessions to complete the task within the stipulated time period as per RFP. Identification of locations is the responsibility of the vendor and PFRDA won't provide the list of locations. The vendor has to ensure that one officer per branch in the PSBs are provided with training
6	3.3	This RFP has been prepared solely for the purpose of enabling the Authority in defining the requirements for entering into a tie-up with a suitable Training Agency for undertaking training of bank officers, in the 200 to 250 centers across India over a period of three to four months from the date of commencement of the programme. The institute should be able to provide suitable product and soft skills training on a dedicated basis using their own logistic arrangement including venue for training etc and list of centers would be provided by the PFRDA.	what are the list of centers, will be shared before the rfp finalization or to be discussed mutually after RFP finalization. For the benefit of prospective bidders, state wise branches of PSBs/Indicative Centers	please ref to the Corrigendum issued on 10 <sup>th</sup> April 2014. Refer the similar queries/responses of PFRDA.For the benefit of prospective bidders, state wise branches of SCBs/Indicative Centers/No of Programmes provided below.
7	25	The PFRDA shall release the requisite payment as soon as the deliverables are accepted.	What will be the Billing Cycle ? Kindly Elaborate? Is it monthly or per training at each location or after completion of trainings.	Refer RFP

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8	Annexure V	Earnest Money Deposit (EMD)/ Bid Security in an acceptable form such as Bank Guarantee or Demand Draft from a scheduled Bank for Rs. 50,000/- (Rupees Fifty thousand only) drawn in favour of Pension Fund Regulatory and Development PFRDA, New Delhi.	There will be one single Technical Bid Document and Separate Financial Bids for separate zones ?  And Only One Single EMD DD of Rs 50000 in total irrespective of the number of zones for which we are participating. Any Deviation?	One technical bid and single financial bid as per the Annexure indicating zone wise cost . EMD value is Rs 50000 irrespective of the number of zones.
9	1.1 Zonal Distribution	The Atal Pension Yojana is operationalised across the country through banks with CBS platform and intends to cover around 70,000 participants across 1.5 lacs bank branches across the country.	This means from 1.5 lacs bank branches only half of the branches will be covered i.e. 70,000 Participants	Ref to the corrigendum issued on 10 <sup>th</sup> April 2014
10	PAGE 5 & 6 - 1.1	Zonal Distribution - 4 zones , around 70000 participants across 1.5 lac bank branches across country	Please give the list of locations where training is to be conducted branches across country	Ref to the corrigendum issued on 10 <sup>th</sup> April 2014
11	PAGE 6 - 1.1	Applicant bidder to submit separate Financial Bids for each zone....training institute may submit bid(s) for a minimum 2 zones and maximum 4 zones	If we bid for 4 zones then do we give 4 bids or 1 bid	One bid
12	PAGE 8 Scope of Project- 3.3	- ... 200- 250 centers across india	Please give list of centers	Ref to the corrigendum issued on 10 <sup>th</sup> April 2014
13	PAGE 8 Scope of Project- 3.3	the training institute should be able to provide suitable product and soft skills training	Please give details of training content to be used	Training contents will be provided by PFRDA
14	PAGE 9 Scope of Project- 3.8	design the training programme to be carried out for officers / staff in the Bank and customize the entire content to banks and PFRDA specific needs	Please give the objective of training and what will participants need to do after the training	The objective of the training is to equip the bank officials to understand APY and carry out the operational aspects after completion of the training which includes handling prospective subscriber queries to their satisfaction.
15	PAGE 9 Scope of Project- 3.10	Design the training programme on the basis of the content / material provided by GOI/ PFRDA and undertake training programmes	Please provide content so that we can make bid accordingly	Ref to RFP for the brief scheme details
16	PAGE 17	Description of variables used - $TS = (ST) + (.3 \times SF)$ . The bid that obtains the highest Total Score (TS) value, will be rated as the Best Evaluated Bid.	what will happen if many bidders have same scores	The bidder with high technical score will be awarded with the contract.
17	General	PROFILE OF TRAINEES	Please elaborate on the profile of trainees	The bank officials
18	General	VENUE FOR THE SESSION	do the venues need to be airconditioned and who will pay for the venue costs	Ref RFP
19	General	COMPULSORY TRAINING	Are these training compulsory for all bank officers	PFRDA will advise all banks at HO level to depute suitable officials from each branch for the training .However it is upto the bank for deputing suitable officials. The individual invites to banks for each region/zone will be sent by the vendor
20	Page 5, S. no . 1	identified participants	" please give an idea as to who could they be besides the Bank officers	Bank officers/staff
21	Page 6 - para 2.	NA	What is meant by fieldwork. We are assuming it means only training and nothing else.	Field work related to training , arranging logistic arrangement and related co-ordination for successful conduct of the training
22	3. Page 8 - para 3.3	NA	please give list of all 200-250 centers along with their districts and states.	Ref to the corrigendum issued on 10 <sup>th</sup> April 2014 and the statewise bank/branches list provided.

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23	Page 8 Para 3.5	NA	please mention what types of updates are needed.	Updating PFRDA about progress of the training programmes in the specified format on periodical basis.
24	page 9 para 3.7	NA	what is the meaning of "coordinating" and please define "necessary assistance"	The vendor has to arrange for co-ordinating with banks for inviting participants for the programmes.PFRDA shall provide assistance by way of advising these banks at HO level about the vendor and for offering assistance to them for conduct of training.
25	Page 12 para table 2.	NA	Please give the total no of centers in each zone and the total number of participants in each zone and the total no of separate training programs to be held in each zone and each center so that we can estimate our cost for the same.	Ref to the corrigendum issued on 10 <sup>th</sup> April 2014 and the statewise bank/branches list provided.
26	1. Invitation for offers	Pension Fund Regulatory and Development Authority , intends to train banks staff/officer(s) or any set of identified participants located in various branches / offices of the bank under Atal Pension Yojana by inviting bids from various training institutes / professional agencies engaged in the activity of training through an limited tendering process for selected list of reputed institutions/organizations.	Is it limited to the invited organizations or is open for any organization who meet the eligibility criteria can apply?	Ref to the corrigendum issued on 10 <sup>th</sup> April 2014.
27	1.1 Zonal Distribution	Table 1	What would be the minimum number of centers in each Zone and in each State? Is there any specific infrastructure requirements in centers? This will have cost implications.	Ref to the corrigendum issued on 10 <sup>th</sup> April 2014. The vendor has to provide infrastructure support.
28	3. Scope of Project 3.3	This RFP has been prepared solely for the purpose of enabling the Authority in defining the requirements for entering into a tie-up with a suitable Training Agency for undertaking training of bank officers, in the 200 to 250 centers across India over a period of three to four months from the date of commencement of the programme. The institute should be able to provide suitable product and soft skills training on a dedicated basis using their own logistic arrangement including venue for training etc and list of centers would be provided by the PFRDA.	If 200-250 centers across india, can we assume in each zone aprox 60 centers each?- kindly elaborate as this will have cost implications. What would be the expected timeline to train the total targeted bank officers ? There is no mention of responsibility for mobilizing of targeted officers.	Ref to the corrigendum issued on 10 <sup>th</sup> April 2014. Time lines provided in the RFP. Responsibility of mobilizing the targetted officials lies with the vendor only
29	3. Scope of Project 3.13	The expected duration of the APY training programme would be around 3 to 4 hours in each session and PFRDA reserves the right to change the duration of the programme as per the requirement of work.	If the duration changes whether PFRDA will consider the cost implications? What is the expected increase in the duration of the program- pls elaborate.	No.

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30	7. Preparation of Proposals	b) Financial Proposal Table 2:	Can we get the expected number of centers in each state? Total number of participant targeted in each state/District? Expected Batch size- Can we have 25-30 participant per batch? The Amount in INR- Can we propose per participant cost?- It may kindly be noted – As the number of participant per zone/state/district, total centers to be covered, batch size, number of programs is not specified in the tender document – it will be difficult to calculate the cost elements for the financial proposal. Kindly elaborate the evaluation criteria for comparing the different financial proposals by different organizations – view the above numbers are not specified	Ref to the RFP/corrigendum issued on 10th April 2014. The cost is to be quoted as per RFP/Corrigendum.
31	15. Selection Process	Table 3 Technical Proposal marking details Presence in all states (1 point for each center at each state and maximum 5 points per state)	Pls elaborate the criteria	The marks provided based on the presence of its own centres of training in the designated locations. For example, if there are ten centres in a State, the technical score will be 5 only.
32	1	<b>PAGE 5 &amp; 6 - 1.1-</b> Zonal Distribution - 4 zones , around 70000 participants across 1.5 lac bank branches across country	Please help with the zone wise bifurcation of the participants and bank names and their respective branch locations named; so that we can calculate travel costs etc.	Ref to the corrigendum issued on 10 <sup>th</sup> April 2014
33	1	<b>PAGE 6 - 1.1-</b> Applicant bidder to submit separate Financial Bids for each zone....training institute may submit bid(s) for a minimum 2 zones and maximum 4 zones	So if we bid for all 4 zones, do we need to submit 4 financial bids, and do all financial bids need to be packed and sealed separately?	Financial bid is to be submitted as per RFP.
34	1	<b>PAGE 6 - 1.1-</b> To undertake field work as training institute / organization in above mentioned zones	What does field work involve. What does it mean ?	Field work is related to complete coordination with banks for organizing training events successfully.
35	3	<b>PAGE 8 Scope of Project- 3.1 - ...</b> to have services of training institute for training of bank staff under APY	Please help with further details on APY, its objectives and end results desired so that our delivery architecture is planned accordingly	Refer APY scheme details in RFP/ press release brief of Gol. Further details will be shared by PFRDA later.
36	3	<b>PAGE 8 Scope of Project- 3.3 - ...</b> 200- 250 centers across india	Please help with the zone wise bifurcation of the list of centers and no. of bank officers per center. Pls give a definitive and exhaustive list of the centers so we can plan for travelling and hotel stay costs; before submitting the bid	Ref to the corrigendum issued on 10 <sup>th</sup> April 2014
37	3	<b>PAGE 8 Scope of Project- 3.3 - ...</b> the training institute should be able to provide suitable product and soft skills training ....	Please elaborate on suitable product details and soft skills to be covered	Training on APY and imparting the necessary skills to bank officials for handling the queries of prospective APY subscribers at branch level.

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38	3	<b>PAGE 9 Scope of Project- 3.8</b> - ... design the training programme to be carried out for officers / staff in the Bank and customize the entire content to banks and PFRDA specific needs	(1) We need to understand the specific needs of banks and PFDRA to customize, so please provide the same i.e. please specify some of the needs and specify the exact outcomes needed from this training so that they can be built into the design of the program architecture (2) Also we will need to interact with banks / PFDRA after receiving contract.	Refer earlier queries/responses of PFRDA
39	3	<b>PAGE 9 Scope of Project- 3.10</b> - ... design the training programme on the basis of the content / material provided by GOI/ PFRDA and undertake training programmes....	So we understand that the content and material would be provided to us by GOI/ PFRDA and we have to customize the same as per specific needs. please provide the content/material now or before submission of bid; so that we can estimate the manpower etc. that will be needed to meet the objectives within the timeframes mentioned in the RFP document, else how can we estimate our costs.	Refer APY scheme details in RFP/ press release brief of Gol. Further details will be shared by PFRDA later.
40	3	<b>PAGE 9 Scope of Project- 3.13</b> - ... the expected duration of the APY training programme would be around 3- 4 hours in each session and PFRDA reserves the right to change the duration of the programme as per the requirement of work.	(1) Can we assume- one bank officer will only undergo 1 session of 3-4 hours , then please help us with :(1) No. of sessions in a day per center (2) no. of bank branches under 1 center (3) no. of attendees per session(4) timings of the session: during banking hours / post banking hours (5) days in a week for these sessions (2) Can there be discussion on the duration of the program basis the objectives which will be made more clearer once we get answers to our queries. Basis the objectives of the training rollout, we could offer our expert advice on how to structure this better so that an elegant solution is found that is more effective both in terms of outcome as well as in terms of the cost effectiveness of PFRDA	Multiple batches throughout the day is permissible. however the quality of training should not be compromised at any cost .Refer RFP & corrigendum.  The objectives are clarified in the RFP.
41	7	<b>PAGE 10, 11 Technical Proposal- iii - d.</b> The strategy to conduct the training for bank officials across country within a period of three to four months	We have to submit this in Technical proposal ; but it has been mentioned that the same has also to be submitted in Financial proposal too ( Page 11, 12 - b -ii - c); please advise	It can be submitted with technical proposal.
42	7	<b>PAGE 11, 12 Financial Proposal- Table 2.</b> Center to Cover*	Please help with the list of centers for us to prepare the financial proposal	Refer to corrigendum on PFRDA's website and our earlier responses
43	7	<b>PAGE 11, 12 Financial Proposal- Table 2.</b> No. of expected participants in each programme	These numbers need to be provided by you to us. How can we mention these numbers till the time you provides us with detailed objectives and we understand the overall aim and the outcome you wish to achieve from this project	Refer to corrigendum on PFRDA's website.
44	8	<b>PAGE 13- c Submission of Proposal</b> - financial proposal to be placed in a sealed envelope	If we bid for 4 zones, do we have to submit 4 financial proposals; as mentioned in sr. no -2 and thus we need have 4 different envelopes for all the financial bids	One bid containing quotes of all four zones is to be submitted.
45	16	<b>PAGE 17 Description of variables used</b> - $TS = (ST) + (.3 \times SF)$ . The bid that obtains the highest Total Score (TS) value, will be rated as the Best Evaluated Bid.	What will happen in a case; if 2 or more bidders obtain the same highest total score (TS); how will the Best Evaluated Bid be rated	The bidder with high technical score will be awarded with the contract.
46	31	<b>PAGE 25 Award of Contract - d) Signing of Contract</b>	How much time would be provided between the date of signing of contract to start of training programme; as lots of logistics arrangement needs to be made, meeting with PFRDA officials regarding content / training material etc.. needs to be formalized	Reasonable time will be provided.

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47		<u>PROFILE OF TRAINEES</u>	Please help with the following: (1) Age group of the trainee bank officials, (2) Current Role of the trainee bank officials (3) Categories of these bank officials and numbers in each category (4) experience in banking sector of these trainee bank officials (5) Expected role - post training intervention as a result of training	Bank official of different age group and category will be the participants. They need to be trained for implementation of APY.
48		<u>VENUE FOR THE SESSION</u>	(1) has the same to be arranged by the training company (2) can the venue be location specific (3) can the venue be bank specific (4) can the venue be branch specific . Venue is important parameter for training effectiveness as well as cost structure	The vendor has to do all the activities in organizing the training as per Statewise & Bank branchwise.
49		<u>NUMBER OF TRAINEES PER TRAINING</u>	Please help with the average number of trainees per training programme and maximum number of trainees per training programme ; that is desired by PFRDA	Refer to corrigendum on PFRDA's website.
50		<u>EQUIPMENT</u>	Who will arrange for the equipment desired for training like -laptop/ speakers/ screen, projector etc.	The vendor .
51		<u>CERTIFICATES</u>	Are certificates to be issued to the participants of the training; post the successful completion of the training session	Participation certificates are to be issued.
52		<u>CONTENT OF TRAINING</u>	Does the content need to be standardized for all trainings; i.e. the same training has to be imparted to all officers ; across India	Yes
53		<u>READING MATERIAL &amp; HANDOUTS</u>	Please help with the type and size of the reading material and handouts that needs to be provided to the attendees; as it has to be included in our costings for bid submission	Reference material on APY is to be provided to the participants as desired by PFRDA.
54		<u>TRAINING TYPE &amp; NUMBERS</u>	(1) Are these training compulsory for all 70000 bank officers , what will happen if some one is absent? (2) What is the minimum committed number of trainees that will be paid for by PFRDA?	The vendor has to invite banks at regional / zonal level for the training but it is not binding on them in case of non participation. The participation in the training is not compulsory for banks however, the vendor has to put all out efforts for ensuring maximum participation to meet the objectives defined in the RFP.
55		<u>CANCELLED / POST-PONED TRAININGS / CHANGE IN CENTER OF TRAINING VENUE</u>	Who will bear the cost of cancelled or postponed trainings and also in case if the center of training is changed by PFRDA ?	The complete activity related to training will be handled by the vendor and hence cancellation/post ponement cost will be borne by the vendor.
56		<u>NOTIFICATION / CIRCULAR TO BRANCHES / NODAL OFFICERS</u>	Will there be any notification / circular from your end to make the attendees are aware of the trainings and ensure all attend	PFRDA will advise Banks at HO level about training. Zone/Region/Branch wise invitation & follow up to be done by the vendor.
57		<u>CHALLENGES</u>	Any challenges envisaged for the smooth training operation from the participants perspective / their organization or unions	Agency may report to PFRDA without any cost implications on the part of PFRDA.
58		<u>TRAINING SCHEDULING</u>	Will the training scheduling be done as per the training institutes convenience or are there any constraints from side	Training has to be conducted on working days of the bank as per the convenience of the participating banks.
59		<u>TRAINING PER TRAINER</u>	Will the training sessions be scheduled in such a way that 1 trainer can do more than 1 training a day at a particular center	Multiple batches throughout the day is permissible. However the quality of training should not be compromised .

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60		<u>LIAISON</u>	Who will be the central point of contact at your end to resolve all queries and what will be the turnaround time for the same	The details will be shared.
61			Who will be responsible for obtaining and <b>ensuring</b> the nominations of participants from various Banks, both in terms of nos. and levels?	The vendor.
62			What will happen if the participant(s) who have been nominated do not attend the programme? (Training agencies should not be held responsible.)	The vendor has to invite banks at regional / zonal level for the training but it is not binding on them in case of non participation. The participation in the training is not compulsory for banks however, the vendor has to put all out efforts for ensuring maximum participation to meet the objectives defined in the RFP.
63			Will there be guideline from the Government which act as a binding on the Banks to nominate participants?	PFRDA will advise banks for participation in the training.
64			Financial expenditure will largely vary - even within the same State - depending on the distances. It is suggested that cost of travel be not included in the Commercial Bid at this stage. After due and definitive planning, these costs may be got approved from PFRDA, by the	Refer RFP and quote the price accordingly
65	3.14		Only tea /coffee with snacks will be served during training. Does that mean no lunch? Suggestive items for snacks may be considered.	Lunch need not be provided. Reasonable snacks may be offered.
66	3.14		When we talk of "Bank Officials" there could be a clarity on the level of the officials. PFRDA may like to consider the level to be Branch Managers or their 'No.2' in the first phase. This strategy will also facilitate in assessing the total nos. to be trained.	It is upto the bank to depute the suitable officials
67			How many locations for training will be decided? PFRDA may consider advising the corporate offices of different banks to spell out the nos. to be trained within each of their 'Zones / Regions'	Ref to the corrigendum issued on 10 <sup>th</sup> April 2014 about the centres of training and number of programmes.
68			PFRDA may consider thinking in terms of the Zones/Regions of relevant banks in different states rather than the districts. This will have a bearing on the costs of travel of Banks Managers who may be attending meetings with GMs (Zones / Regions )	The terms of referecne is as per RFP/Corrigendum/Clarifications provided by PFRDA.
69	3.9		3.9 Will there be a minimum/ maximum number fixed for the programme at a center. (The training agency should not be held responsible if the desired no. of participants do not turn up for training )	The vendor should take all efforts for bringing maximum participation at designated places to fulfill the objectives of RFP.
70			As is obvious, the nos of Bank officials who would be required to be trained cannot be covered within a span of 3 /4 months. PFRDA may consider holding additional Train the Trainer (TTT) programmes'.	Refer RFP/Corrigendum.

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71	9 (a)		For payment to be made through RTGS more details of Account No / IFSC code etc. may need to be provided	Beneficiary Name – Pension Fund Regulatory & Development Authority Bank Name- Indian Overseas Bank Address – F-75, PoorviMarg, VasantVihar Branch, New Delhi-110057 Account No – 15990100000855 IFSC Code – IOBA0001599
72	3.9		Is there a clarity on the nos. covered within the clause “all the officers /staff” under the APY training within the defined timeline.	Ref to the corrigendum issued on 10 <sup>th</sup> April 2014
73	7 (b)	For preparing total estimated training programmes per centres and zone wise	Zone wise total number of participations	Ref to the corrigendum issued on 10 <sup>th</sup> April 2014
74	7 (b)	For Estimating total cost per programme	Total number of participant per batch	Sixty per session
75	3	Identification, Laisoning, Invitation and follow up for attending trainingto Participants	Who will identify and invite participants?	The vendor based on the broad guideloines/directions of PFRDA issued about training sessions.
76	4 (ii)	Our Institute has trained 500000 people from Illiterate to high skilled persons in 50 different areas during 25 years. But we have not given training on specific financial products. Right now we are also providing training on Skill Development and Vocational courses.	Can our institute bid for such RFP?	Refer RFP on eligibility
77	1.1	Zonal Distribution	No of tarinees in each zone	Please Refer to the Corrigendum issued on 10 <sup>th</sup> April 2014
78	3.13	The expected duration of the APY training programme would be around 3 to 4 hours	How many sessions	Refer RFP/Corrigendum.
79		Submission of Proposal on 16 <sup>th</sup> April 2015	It is requested to extend the date for submission on account of holiday on 14 <sup>th</sup> April 2015	Date of Submission of proposal would be as per the RFP
80	1.1	Zonal Distribution	(a) No of participants for each State/ Zone  (b) Can an Organisation bid for only 1 Zone	Please Refer to the Corrigendum issued on 10 <sup>th</sup> April 2014
81	3.3	Scope of Project	(a) Distribution of 200-250 Centres for each State  (b) Who will be responsible for mobilizing the participants? Who is responsible to send them to the Training Venues ?  (c) What about cost of Travel of participants from their locations to the Training Venue of agency ?	Please Refer to the Corrigendum issued on 10 <sup>th</sup> April 2014  The vendor and the respective bank.  The respective bank will bear the cost of travel of the participants.
82	3.1	Scope of Project	Content / material provided by Gol / PFRDA	Training content will be provided by PFRDA for further customisation by the vendor
83	3.13	Scope of Project	Training programme would be of 3 to 4 hours in each session. How many such sessions per batch ?	A batch consists of 60 participants and one dedicated session for a batch.
84			(a) Reading material and handouts - How many pages ?	The reading material may consist of written literature/operational guidelines etc. If required, the vendor may



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	3.14	Scope of Project	(b) tea / Coffee with Snacks to the participants	supply them in form of CD/supply the material by email to all the participants. Reasonable snacks may be provided to the participants.
85	7 (b) Table 2	Preparation of Proposals	No of expected participants in each programme What is PFRDA's expectation of an optimum Batch size ?	Please Refer to the Corrigendum issued on 10 <sup>th</sup> April 2014
86	34	Sub-Contract Clause	Is it applicable to Trainers who are empanelled with the Agency and are not employees ?	The Training Institutes/Organisation shall assign transfer, entirely or in part, the obligation derived here from in favor of any third party with the prior approval of PFRDA
87				APY
		This RFP has been prepared solely for the purpose of enabling the Authority in defining the requirements for entering into a tie-up with a suitable Training Agency for undertaking training of bank officers, in the 200 to 250 centers across India over a period of three to four months from the date of commencement of the programme. The institute should be able to provide suitable product and soft skills training on a dedicated basis using their own logistic arrangement including venue for training etc and list of centers would be provided by the PFRDA	The clarification on the SUITABLE PRODUCT may please be given i.e. what suitable product means.  2. Clarification may please be given on the type of soft skill training and type of course content required.	Equipping bankers for handling the queries on APY and enable them to source the accounts effectively
	<b>Clause No: 3.3</b>			
88		Hold, Train-the-Trainers programme for standardizing the training in different venues, and equip trainers of different venues (in case the training is held at different venues) with the same standard content and methodology.	Number of the trainers to be trained under Train-the-Trainers programme may be clarified.	Based on the training contents provided by PFRDA/Gol, the contents will be standardised by the vendor for usage across the locations. If multiple bidders are appointed for different zones, all the vendors will be using the same material prepared under the advice of PFRDA.
	<b>Clause No: 3.6</b>			
89				Please Refer to the Corrigendum issued on 10 <sup>th</sup> April 2014
	<b>Clause 1.1 Zonal Distributions</b>	Zone wise distribution of participants may please be clarified.		
				Not required
	<b>North/South/East/West</b>	2. Are the Training agencies required to have offices in all the zones/regions or capability of conducting programs in all zones.		
90				Eligibility as per RFP
	<b>Clause 4.1 (iii)</b> - Have experience in training employees of Indian Public sector /Private sector banks on Banking, functional and theoretical, technological and behavioral areas.	Is it required that the training agency need to have capability to conduct trainings in all the areas as per the clause or any one. Like FranklinCovey specializes in behavioural areas.		
91				Please Refer to the Corrigendum issued on 10 <sup>th</sup> April 2014
		This RFP has been prepared solely for the purpose of enabling the Authority in defining the requirements for entering into a tieup with a suitable Training Agency for undertaking training of bank officers, in the		

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	3.3	200 to 250 centres across India over a period of three to four months from the date of commencement of the programme.	Please help with a list of cities / centres to understand the scope of work better and work out costs	
92				It is the vendor's responsibility to coordinate with banks for training. However, in case of non participation by banks, the vendor may not be held responsible.
	3.7	Coordinating with banks nodal officers to attend to the training requirements and modalities as per schedule.	Scope of work w.r.t. coordinating with the nodal officers. Who will arrange for the participants (PFRDA or Agency)? Whose responsibility in case of non-attendance of invited participants?	It will be the responsibility of respective bank , in case of non attendance inspite of sending invitation and follow-up by vendor
93				Based on the indicative number of centres provided in the corrigendum/clarifications, the vendor will be identifying the centres for enabling the participants to attend the program with ease and convenience.
	3.9	The selected Bidder will carry out the training programmers at one centre or different centres across the country on parallel basis, so as to cover all the Officers / staff under the APY training programme within the defined timeline.	Do we have flexibility in choosing centres in the list of centres which will be provided within a region and decide footfall distribution for the trainings?	
94				No
	4.1 (ii)	The applicant should have minimum experience of 3 years in field of training on financial products.	Do the achievements of the parent organisation count in case the applicant organisation is fully owned subsidiary of parent organisation.	
95				Please ref to the Corrigendum issued on 10 <sup>th</sup> April 2014
	7 a (iii) d	The strategy to conduct the training for the banks officials across the country within the period of three to four months.	The document says the training needs to cover 70,000 bank officials. Can we be provided with the estimation of headcount across north, east, west and south regions; to work out costs/ strategy region wise?	
96				please ref to the Corrigendum issued on 10 <sup>th</sup> April 2014
		The strategy to conduct the training for the banks officials across the country within the period of three to four months.		
	7 b (ii) Table 2	(Table divided into 4 zones and Cost to be given according to no of programmes / expected participants in each programme)	Does the PFRDA have any restrictions on the batch size/ or any preferred batch size? Also, can we run multiple batches through the day? i.e same day (morning & evening)	Multiple batches throughout the day is permissible. However the quality of training should not be compromised
97		May we cover this training (across locations), via high quality E. Learning (internet based) & online assessment? If YES, overall, what is the indicative learning hours for this training?		Please refer RFP for the scope of training

**Request for Proposal**

**For Appointment of Training Institutes / Organization for Imparting Training to Bank Officers/Staff under Atal Pension Yojana**

**QUALITY CUM COST BASED SYSTEM (QCBS)**

**Queries during pre-bid meeting**

<b>Sino</b>	<b>Clarification Required</b>	<b>Respond</b>
1	Number of specified participants maximum 60 is very high and it should be ideally 30	Ref RFP/corrigendum
2	How many number of participants will be guaranteed and the training programme to be conducted even if the number of participants are less than 60	The programme is for bank officials to attend and hence the number of participants won't be guaranteed. The programmes will be conducted as scheduled even the number is less than 60 or the invited people.
3	What will be the basis of payment by the PFRDA ?	Based on the number of programmes conducted
4	list of centers required for the bidding	Ref RFP and detailed list of centers will be finalised by the vendor in consultation with PFRDA. However as discussed number of centers state -wise is enclosed at Annexure A
5	Whether bid has to submitted zone-wise	Ref RFP for bidding
6	Whether the training calendar will be provided by PFRDA	The vendor has to design the calendar subject to PFRDA's approval.
7	Whether multiple batches in a day are allowed	Ref pre bid queries and responses posted by PFRDA
8	whether follow-up letter will be marked to the selected agency for inviting the banks for training at individual locations	PFRDA will share the copy of letters sent to Banks for attending the training organized by the selected institute for further follow-up
9	Strategy document to be submitted with technical or financial bid	With the technical bid
10	How many institutes are to be appointed	The successful bidder may be more than also since RFP will be evaluated zonewise
11	What will happen if there will be an equal bid	The bidder with high technical bid score will be awarded
12	What will be the timeline of training	Refer RFP/corrigendum
13	What will be the level of participation	The bank officials from the branch

Sno	Clarification Required	Respond
14	What will be the content and how it will work	The contents/literature on APY will be provided by PFRDA to selected bidder
15	whether e-learning may be used	Ref RFP for scope of work. The training is proposed in physical mode
16	who will bear the travel cost of employees	banks
17	Whether the biometric access is required	No
18	Can we quote commercial bid without travel cost	Not feasible
19	Whether any minimum bidding has been fixed	No
20	Whether the queries will be responded by email	will be uploaded on PFRDA website
21	It is requested to shift the date of submission of proposal;	No
22	Whether the training programme will be madatory for banks to particpate and if not, the project may not be successful	The programme is for bank officials to attend and hence it is not mandatory.

**ANNEXURE A**

<b>Sl. No</b>	<b>State\Union Territory</b>	<b>Zone</b>	<b>No of Branches</b>	<b>Number of centers</b>	<b>No of trainings if taken 60 trainees per session</b>
1	Andaman & Nicobar	south	60	1	1
2	Andhra Pradesh	south	5,893	20	98
3	Arunachal Pradesh	east	132	1	2
4	Assam	east	2,020	4	34
5	Bihar	east	5,853	10	98
6	Chandigarh	north	369	1	6
7	Chhattisgarh	west	2,131	4	36
8	Dadra & Nagar Haveli	west	52	1	1
9	Daman & Diu	west	45	1	1
10	Delhi	north	3,180	8	53
11	Goa	west	640	1	11
12	Gujarat	west	6,812	15	114
13	Haryana	north	4,161	8	69
14	Himachal Pradesh	north	1,413	3	24
15	Jammu & Kashmir	north	1,554	1	26
16	Jharkhand	east	2,635	6	44
17	Karnataka	south	8,815	16	147
18	Kerala	south	5,886	10	98
19	Lakshadweep	south	13	1	1
20	Madhya Pradesh	west	5,737	12	96
21	Maharashtra	west	11,112	21	185
22	Manipur	east	133	1	2
23	Meghalaya	east	280	1	5
24	Mizoram	east	143	1	2
25	Nagaland	east	142	1	2
26	Orissa	east	4,162	8	69
27	Puducherry	south	209	1	3
28	Punjab	north	5,666	12	94
29	Rajasthan	north	6,082	10	101
30	Sikkim	east	119	1	2
31	Tamil Nadu	south	9,209	18	153
	Telangana	South	4,383	9	73
32	Tripura	east	364	1	6
33	Uttar Pradesh	north	15,013	22	250
34	Uttarakhand	north	1,806	4	30
35	West Bengal	east	6,960	15	116
			<b>123184</b>	<b>250</b>	<b>2053</b>