

RFP Name: RFP for Selection of Knowledge Framework Partner vide Ref. No. BSDM/03/2021-2022, notice dated 10.06.2021 published in papers vide PR No. - 002251 (LRD) 2021-22.

In view of pre-bid meeting dated 23.06.2021, the Response to compiled pre-bid queries are as below:

Sl. No.	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
1	Submission, Opening and Evaluation Page No. 33 (Pre-Qualification Criteria: Point No. 2)	<p>The Sole Bidder / all organizations in case of consortium, should have a minimum annual turnover of Rs. 50 Crores and should have a positive net worth in each of the last three financial years i.e. (FY 2017-18), (FY 2018- 19) and (FY 2019-20).</p> <p>(In case of a Consortium, all the organizations will have to submit the above evidence)</p>	<p>Request to consider changing the eligibility criteria by any of the partner in consortium should be above 50 Crores.</p> <p>As we aware about COVID 19 Pandemic directly impact on economic at every industry, especially on MSME. Center or state government has been providing relaxation to improve the economic situation of MSMEs.</p> <p>Request you to reduce minimum annual turnover and also remove positive net worth clause.</p> <p>We request you to make this as combined annual turnover of all the consortium members.</p> <p>Kindly clarify if all consortium partners must individually meet these criteria or collectively have a minimum annual turnover of Rs. 50 Crores and should have a positive net worth in each of the last three financial years i.e. (FY 2017-18), (FY 2018- 19) and (FY 2019-20).</p> <p>Reduce the annual turnover of/to Rs. 20 Crores/ 30 Crores.</p> <p>Will companies registered under Startup India get any exemptions on experience and turnover criteria, as</p>	<p>The Turnover clause is modified only to the extent as mentioned below:</p> <p>The Sole Bidder / Lead Partner in case of consortium, should have a minimum annual turnover of Rs. 50 Crores and should have a positive net worth in each of the last three financial years i.e. (FY 2017-18), (FY 2018-19) and (FY 2019-20).</p> <p>(In case of a Consortium, the Lead Partner will have to submit the above evidence)</p>

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			<p>envisaged under the Startup India program from the Government of India.</p> <p>This clause is restrictive as it considers only Indian operations. We request you to modify the clause as below, to avoid appearing skewed. Alternatively, the annual turnover of the lead organisation be considered.</p> <p>The bidder should have a minimum average annual turnover of INR 50 Crore from consulting services in last 3 FYs. Financial turnover of parent entity/ member firms shall be considered.</p> <p>OR</p> <p>The bidder must have a minimum average annual turnover from consultancy/ advisory of INR 5 Crore from Indian operations during the last 3 FYs</p>	

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2	H. Data Sheet C. Submission, Opening and Evaluation 14. Technical Proposal Evaluation Criteria: Page 34	<p>Average Annual Turnover of the Bidder as per the audited consolidated financial statements for the last 3 financial years (FY 2017-18, FY 2018-19 and FY 2019-20):</p> <p>> 200 Crore: 15 Marks > 150 Crore & <= 200 Crore: 12 Marks > 100 Crore & <= 150 Crore: 10 Marks > 50 Crore & <= 100 Crore: 08 Marks</p> <p>{In case of Consortium, credentials of only the lead partner shall be evaluated for this criteria}</p>	<p>Request to consider changing the eligibility criteria by any of the partner in consortium should be above 50 Crores.</p> <p>We request relaxing the scoring to: > 80 Crore: 15 Marks > 70 Crore & <= 80 Crore: 12 Marks > 60 Crore & <= 70 Crore: 10 Marks > 50 Crore & <= 60 Crore: 08 Marks</p> <p>Request you to kindly consider experience, technical and financial credentials of the Applicant and/or its parent company/member firms. This will enable authority to leverage global experience and international best practices. We propose the following modification: Firm with more than 10 years in operations (in India or abroad) as on 31 March 2021; with an annual turnover of over INR 50 cr. in the last 3 FYs. Financial turnover of parent entity to be considered. 10 Years and > 50 Cr: 08 Marks 15 Years and > 75 Cr: 10 Marks 20 Years plus and > 100 Cr: 12 Marks</p> <p>Model RFP published by MeitY, Government of India states that “Sales Turnover requirement does not add value in increasing the competition or encouraging bidders</p>	No Change. RFP Condition will prevail.

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			<p>who can provide quality solution. The current turnover criteria are too high and theirfore, we request to revise the turnover criteria and keep it nominal. We request you to kindly reduce the annual turnover is as below: > 50 Crore: 15 Marks > 40 Crore & <= 50 Crore: 12 Marks > 30 Crore & <= 40 Crore: 10 Marks > 20 Crore & <= 30 Crore: 08 Marks</p>	

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3	<p>II. Data Sheet C. Submission, Opening and Evaluation 13. Pre-Qualification Criteria Point 3 Pg 33</p> <p>Section 2/H. Data Sheet/A. General/14. Technical Proposal Evaluation Criteria:/2.1</p>	<p>The Sole Bidder / Any Partner in case of a consortium, should have experience of at least last 03 years in management and monitoring of training/ skill development/education field on a large scale to cumulatively at least 05 Lakh candidates / students through its franchised or affiliated or authorized centers or at different schools / colleges under State/Central Education / ICT programs.</p> <p>> 15 Lakh users: 10 Marks > 10 Lakh users & <= 15 Lakh users: 07 Marks > = 05 Lakh users & <= 10 Lakh users: 05 Marks</p> <p>(Maximum of 10 marks)</p> <p>{In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria }</p>	<p>Request to consider amending this criterion by changing the eligibility slab by allotting 5 marks out of 10 marks for more than 02 lakhs students/candidates trained/educated.</p> <p>We request reducing the requirement minimum to 1 year of experience in management and monitoring of training/ skill development/education field on a large scale to cumulatively at least 05 Lakh candidates / students through its franchised or affiliated or authorized centers or at different schools / colleges under State/Central Education / ICT program.</p> <p>The Sole Bidder / all partners combined in case of consortium should meet this experience.</p> <p>Please modify as: The Sole Bidder / Any Partner in case of a consortium, should have experience of at least last 03 years in management and monitoring of training/ skill development/education field on a large scale to cumulatively at least 05 Lakh candidates / students through its franchised or affiliated or authorized centers or at different schools / colleges under State/Central Education / ICT programs/centralized platform</p> <p>We request relaxing the scoring to:</p>	<p>No Change. RFP Condition will prevail.</p> <p>The proofs as mentioned in the RFP document will have to be mandatorily submitted. certificate from client where students count and centers count are mentioned in the Work order or completion certificate may also be submitted along with mentioned mandatory document as mentioned in the RFP.</p>

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			<p>The Sole Bidder / Any Partner in case of a consortium, should have experience of at least 1 year in management and monitoring of training/ skill development/education field on a large scale to cumulatively at least 05 Lakh candidates / students through its franchised or affiliated or authorized centers or at different schools / colleges under State/Central Education / ICT programs.</p> <p>> 10 Lakh users: 10 Marks > 7.5 Lakh users & <= 10 Lakh users: 07 Marks > = 05 Lakh users & <= 7.5 Lakh users: 05 Marks (Maximum of 10 marks)</p> <p>Request you to also accept certificate from client where students count and centers count are mentioned in the Work order or completion certificate. Certificate from a CS may also be taken.</p>	

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4	H. Data Sheet C. Submission, Opening and Evaluation 13. Pre-Qualification Criteria: Page 34	The sole bidder/ other partner in case of a consortium, should be minimum CMM3 certified.	We request to allow ISO certificate instead of CMM3 certificate. Or make it either ISO or CMM3. We request you to consider CMMi and PCMM level certification as part of evaluation criteria. In case of consortium will all partners need to CMM3 or any one partner having CMM3 is acceptable. If no we request to allow only one partner from consortium to have CMM3 and not all.	No Change. RFP Condition will prevail. The sole bidder/ Any partner in case of a consortium, should be minimum CMM3 certified.
5	Section 2 – Instructions to Agencies and Data Sheet Page 17	Criteria for Consortium / Joint Venture participation in the bids	How many maximum consortium members are allowed?	The Maximum number of consortium members are not specified. However, a consortium agreement clearly specifying, the name of lead partner and other partners, roles and responsibilities of each partner under this project and clearly stating the joint and several liability for execution of this project must be submitted as part of consortium agreement.

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6	Section 2, Page No 17	<p>6.1 Bids submitted by a consortium shall comply with the following requirements:</p> <ul style="list-style-type: none"> • There shall be a Consortium Agreement (Appendix II) specific for this assignment between the constituent firms, indicating clearly, amongst other thing, the proposed distribution of responsibilities both financial as well as technical for execution of the work amongst them. For the purpose of this clause, the Training / Education/ Skilling Organization will be the lead partner and the IT organization shall be its other partner. A copy of the Consortium agreement in accordance with format in Appendix II shall be necessarily submitted with the bid. 	<p>It is mentioned that Training/ Education/ Skilling organization will be lead partner and the IT organization shall be the other partner. There may be overlap of functions/roles in a consortium. We request that it should be left to the parties in a consortium to decide as long as a consortium cumulatively fulfills all requirements of the client as outlined through this RFP</p>	<p>Accepted: This is left between the consortium members to decide the lead partner and other partners among themselves.</p> <p>6.1 Bids submitted by a consortium shall comply with the following requirements:</p> <ul style="list-style-type: none"> • There shall be a Consortium Agreement (Appendix II) specific for this assignment between the constituent firms, indicating clearly, amongst other thing, the proposed distribution of responsibilities both financial as well as technical for execution of the work amongst them. For the purpose of this clause, this will be between the consortium members to decide the lead partner and other partners among themselves. A copy of the Consortium agreement in accordance with format in Appendix II shall be necessarily submitted with the bid.

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7	RFP Document Fee and Tender Processing Fee Page No. 5	Document Fee and Tender Processing Fee: All Applicants have to pay a non-refundable Document Fee of Rs. 15,000/- (Rupees Fifteen Thousand only) and Tender Processing Fee of Rs. 1,180.00 or as applicable (One Thousand One Hundred Eighty only)	As per General Financial Rules 2017 under Rule No. 170 and Public Procurement Policy of Ministry of MSME are Exempted from furnishing the tender fee. Moreover, due to the current COVID-19 pandemics, the government are extending support to MSME to perform better. We request you to please waive Document Fee, Tender Processing Fee and EMD for companies registered under MSME. Kindly accept Earnest Money Deposit (EMD) in form of Bank Guarantee also.	No Change. RFP condition will prevail.

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8	H. Data Sheet C. Submission, Opening and Evaluation 14. Technical Proposal Evaluation Criteria: Page 36	<p>The Sole Bidder /Any partner in case of a consortium, must have developed or should have fully owned titles of high-quality multimedia based eLearning content for skill development/educational courses in Hindi/English languages for state govt /central govt/ donor funding projects.</p> <p>More than Five eContents: 10 Marks Two to Five eContents: 7 Marks One eContent: 5 Marks (Maximum of 10 Marks) {In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria }</p>	<p>What documents would be considered as proof this criterion? Can 5 POs from different customers mentioning scope as eLearning content development be sufficient as proof?</p> <p>We request modifying the Parameter to “ The Sole Bidder /Any partner in case of a consortium, must have developed or should have fully owned titles of high-quality multimedia based eLearning content for skill development/educational courses in Hindi/ English languages for state govt/central govt/recognized university/ donor funding projects”</p> <p>The Sole Bidder /all partners combined in case of a consortium should have developed high-quality multimedia based eLearning content for skill development/ educational courses in Hindi/ English languages.</p>	<p>No Change/ RFP Condition will prevail, except as modified below:</p> <p>The Sole Bidder /Any partner in case of a consortium, must have developed or should have fully owned titles of high-quality multimedia based eLearning content for skill development/educational courses in Hindi/ English languages for state govt /central govt/ undertakings/agencies/corporations/ Boards/Societies etc. of central/state governments/ Govt Universities /donor funding projects.</p> <p>Proofs required:</p> <p>1. Self-Certificate (As per format provided in form Prequal-9) And 2. Work orders/ Contracts/ Performance Certificates etc. Both the documents as above will have to be mandatorily submitted.</p> <p>More than Five eContents: 10 Marks Two to Five eContents: 7 Marks One eContent: 5 Marks (Maximum of 10 Marks)</p> <p>{ In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria }</p>

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9	-	<p>The Sole Bidder / Any Partner in case of a consortium should have experience of developing at least three IT portal in state govt/central govt/ donor funding projects which has managed training/education /skill development value chains.</p> <p>> 10 IT Portal: 10 Marks > 05 IT Portal <= 10 IT Portal: 07 Marks > = 03 IT Portal <= 05 IT Portal: 05 Marks</p> <p>(Maximum of 10 marks)</p> <p>{In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria}</p>	<p>Request to consider changing this criterion by allotting 5 marks for between 2 to 4 portals developed.</p> <p>We have experience of developing more than 3 LMS for Govt, which includes reports dashboard related to training. Can BSDM consider it as IT portal for qualification? If yes then qualification criteria 4 and 5 are same for us and we will submit only one format from CA.</p> <p>We understand that web portals developed for any Govt. department/ PSU for receipt of online applications/ publishing exam /training related information/ publishing result etc. will also be considered for evaluation. Please confirm.</p> <p>The Sole Bidder / all partners combined in case of consortium should have experience of developing at least three IT portal in state govt/central govt/ donor funding projects which has managed training/education /skill development value chains.</p> <p>We request relaxing the scoring to: The Sole Bidder / Any Partner in case of a consortium should have experience of developing at least three IT</p>	<p>No Change/ RFP Condition will prevail, except as modified below:</p> <p>The Sole Bidder / Any Partner in case of a consortium should have experience of developing at least three IT portal in state govt/central govt/ undertakings/agencies/corporations/ Boards/Societies etc. of central/state governments/ Govt Universities/ donor funding projects, which has managed training/education /skill development value chains.</p> <p>> 10 IT Portal: 10 Marks > 05 IT Portal <= 10 IT Portal: 07 Marks > = 03 IT Portal <= 05 IT Portal: 05 Marks</p> <p>(Maximum of 10 marks)</p> <p>1. Certificate from a Chartered Accountant (As per format provided in form Prequal-7) 2. Work orders/ Contracts/ Performance Certificates etc. Both the documents as above will mandatorily be submitted.</p> <p>{In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria}</p> <p>IT Portal will mean portals that cover the entire training/education /skill development value chains, starting from registration of centers/candidates, batch formation, attendance module, invoice module, assessment & certification, placement details & tracking etc. (Please refer TOR)</p> <p>IT portal developed for different govt clients under different work-orders issued by them, will be treated as separate IT portals for evaluation under this criteria.</p>

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			<p>portal in state govt/central govt/ recognized university/donor funding projects which has managed training/education /skill development value chains.</p> <p>> 8 IT Portal: 10 Marks > 05 IT Portal <= 08 IT Portal: 07 Marks > = 03 IT Portal <= 05 IT Portal: 05 Marks (Maximum of 10 marks)</p>	

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10	II. Data Sheet C. Submission, Opening and Evaluation 14. Technical Proposal Evaluation Criteria 2.3: Pg 35	The Sole Bidder / Any Partner in case of a consortium should have experience of developing/ providing Learning Management System (LMS) services in at least three state govt/central govt/ donor funding projects in training/education /skill development field. > 10 LMS: 10 Marks > 05 LMS <= 10 LMS: 07 Marks > = 03 LMS <= 05 LMS: 05 Marks (Maximum of 10 marks)	We request relaxing the scoring to: The Sole Bidder / Any Partner in case of a consortium should have experience of developing/ providing Learning Management System (LMS) services in at least three state govt/central govt/ recognized university/donor funding projects in training/education /skill development field. > 4 LMS: 10 Marks = 4 LMS: 07 Marks = 03 LMS: 05 Marks (Maximum of 10 marks) We request modifying the Parameter to “The Sole Bidder / Any Partner in case of a consortium should have experience of developing/ providing Learning Management System (LMS) services in at least three state govt/central govt/recognized university/ donor funding projects/NGO in training/education /skill development field. We are a 30 years old training providing company and we have our own LMS software for providing trainings to our trainees/ candidates. We have trained over 2.5lac+ students across the globe from 2012 through our software. Request you to please consider this for evaluation.	No Change/ RFP Condition will prevail, except as modified below: The Sole Bidder / Any Partner in case of a consortium should have experience of developing/ providing Learning Management System (LMS) services in at least three state govt/central govt/ undertakings/ agencies/corporations/ Boards/Societies etc. of central/state governments/ Govt Universities /donor funding projects in training/education /skill development field. > 10 LMS: 10 Marks > 05 LMS <= 10 LMS: 07 Marks > = 03 LMS <= 05 LMS: 05 Marks 1. Certificate from a Chartered Accountant (As per format provided in form Prequal-8) 2. Work orders/ Contracts/ Performance Certificates etc. Both the documents as above will mandatorily be submitted. {In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria} LMS for E_Content Courses (KYP and BSCFA Course) will mean LMS covering the entire value chain related to training/education /skill development field. (Please refer TOR) LMS developed/deployed for different govt clients under different work-orders issued by them will be treated as separate LMSs for evaluation under this criteria.

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			<p>We request you amend "The Sole Bidder / Any Partner in case of a consortium should have experience of developing/ providing Learning Management System (LMS) services in at least two state govt/central govt/ donor funding projects in training/education /skill development field."</p> <p>The Sole Bidder / all partners combined in case of consortium should have experience of developing/ providing Learning Management System (LMS) services in at least three state govt/central govt/ donor funding projects in training/education /skill development field.</p> <p>Does 10 LMS mean 10 different contracts or any LMS solution implemented in multiple states?</p>	

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11	Pre-Qualification Criteria (SN 8)	The Sole Bidder / All Partners combined in case of a consortium should have a team of at least 50 Software Developers, e-content developers/designers around skilling / training areas, multi-media developers as on the last date of submission of bid.	This clause is restrictive and would limit the IT organisations that can be partnered with. Request to make the qualification sector agnostic and reduce the number of professionals required	No Change. RFP Condition will prevail. This is to clarified that for a consortium, the combined professional strength (number of professionals) of consortium partners will be evaluated under this criteria.
12	General Provisions (d.Security Deposit & Liquidity Damages) Page No. 22 (Point No. 22 Liquidity Damages)	Liquidity Damages will be capped up to the 25% value of the assignment.	Our organization comes Under MSME, is there is any provision to reduce Liquidity Damages If yes then Request you mark Up to 5 - 10 % of value of the assignment. We would request to reduce the Liquidity Damages from 25% to 5%/10%.	No Change. RFP Condition will prevail.
13	-	New Clause	We request department to include below mentioned clause as part of eligibility criteria: The Sole Bidder / Any Partner in case of a consortium, should have experience of working with atleast 5 PSU or state or central government on Trainings.	No Change. RFP Condition will prevail.
14	-	New Clause	We request department to include below mentioned clause as part of eligibility criteria: The Sole Bidder / Any Partner in case of a consortium, should have average	No Change. RFP Condition will prevail.

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			annual turnover of more than 50 Cr from Trainings in last 3 Financial Years ending FY 2019-20.	
15	-	New Clause	We request department to include below mentioned clause as part of eligibility criteria: The Sole Bidder / Any Partner in case of a consortium, should have presence directly or through franchise Centers in atleast 3 or more cities in Bihar.	No Change. RFP Condition will prevail.
16	-	Eligibility Criteria SN 4, 5, 6 and Technical Evaluation 2.2, 2.3 and 2.4	Experience of Private Institutions/ Non Government Organizations of repute should be included	No Change. RFP Condition will prevail.
17	A. Skill Development Center (SDC) / Center Life-Cycle Management System Page No. 63 (g. Financial Transaction Management Point No. i)	Payment Collection/ disbursement thru Payment Gateway, NEFT, etc.	We expect that the Payment Gateway will be provided by BSDM along with its required documentation for integration, please clarify. The payment Gateway transactions charges will be borne by BSDM or the vendor has to bear the charges?	Arrangement and integration of payment gateway along with costs involved will be the sole responsibility of the selected bidder. BSDM will extend all possible help as required in this.
18	A. Skill Development Center (SDC) / Center Life-Cycle Management System Page No. 63 (g. Financial Transaction Management Point No. iii)	eWallet (advance payment) Facility for flexible utilization of payment	Please validate, does bidder needs to build upon the eWallet system, or it would be an integration with some existing eWallet portal?	The bidder will have to develop an internal eWallet system.

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19	A. Skill Development Center (SDC) / Center Life-Cycle Management System Page No. 63 (g. Financial Transaction Management Point No. iii)	Email, SMS	We assume that the SMS, eMail Gateway would be provided by BSDM. Please validate. If no, then the recurring charges for the same are to be incorporated in the financial as it would be based upon usage.	Arrangement and integration of SMS, eMail Gateway along with costs involved will be the sole responsibility of the selected bidder.
20	Form Prequal 2	Can we submit the Power of Attorney Certificate in the format made by our Organisation	Power of Attorney	A valid and duly executed Power of Attorney will suffice.

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21	General Security Audit	Security Audit / SSL Certification for All below mainion Portal: a. Knowledge Framework Provider (Portal) for all Skill Development Programs Management (KFP-SDPM) b. eContent Provider for Kushal Yuva Program (eCP-KYP) and Bihar State –Certificate in Financial Accounting (BS-CFA) including GST and Tally c. Learning Management System Provider (LMS) for KYP and BS-CFA Program delivery Management (KFP-SDPM) d. State-wide Implementation, Monitoring and Operation Support for Skill Development Programs for entire contract duration	As we assume Security Audit and SSL Certification is required for all Respective portals Please Clarify who will incur the cost of Third party Audit? In case bidder, then Audit Cost is required to be incorporated in the financials or it would be paid as on actuals?	<p>Security Audit and SSL Certification along with costs involved will be the sole responsibility of the selected bidder.</p>

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22	Important Terms and Provisions E. Project Deliverables and Payment Terms page 22	25. IPR, Confidentiality, Indemnity The portal, LMS and the eContent developed for BSDM, under this assignment/RFP will be the exclusive sole property of BSDM	Does this mean vendor needs to handover the source code of portal and LMS to BSDM? If yes we request to remove this clause as source code of any software is the sole property of any software company and cannot be share.	No Change. RFP Condition will prevail. Please refer TOR (page 103) The selected agency will develop the Knowledge Framework (Portal), LMS, eContent / Content for the various skilling initiatives of BSDM (as detailed in the scope or as instructed by BSDM) using their own infrastructure / hardware and after the development, testing, user acceptance, security audit clearance etc. will transfer all applications / frameworks developed to State Data Center and all rights / ownership over the application, source code and the Data will be with BSDM.
23	Knowledge Framework Provider (Portal) for all Skill Development Program's Management (KFP-SDPM) Page No. 62 (Training Service Providers / Training centre / TrainersPoint No. 6)	Training Service Providers / Training centre / Trainers 6. Allowing Monitoring of attendance of the trainer & trainees	As we assume that BSDM required real time monitoring of attendance of Trainer and Trainees if Yes than Biometric System Need to Integrate either thum punching or face recognition system (In Pandemic) 1. Who can bear the cost of Biometric machine and it Prerequisite BSDM /Training Center or Agency if Agency then Is cost include in RFP or provide bill separately.	The Bio Metric Machines will be procured by the skill development centers.
24	Knowledge Framework Provider (Portal) for all Skill Development Program's Management (KFP-SDPM) Page No. 62 (Assessing Bodies/	Assessing Bodies/ Assessors Online registration of the Assessing bodies.	Hope 'Assessing Bodies' Need to be approved by BSDM. Please Clarify	Please refer TOR. The selected bidder will have to take approval for all workflows at execution stage from BSDM.

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Sl. No.	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
	Assessors Point No. 1)			
25	Knowledge Framework Provider (Portal) for all Skill Development Program's Management (KFP-SDPM) Page No. 62 (Candidates/ Trainees Point No. 1)	Candidates/ Trainees Seamless and hassle-free registration of the candidates	As we assume that BSDM have some lagacy data in respect of Candidatees and trainees need to be imported in proposed portal. Please clarify it	Yes
26	Knowledge Framework Provider (Portal) for all Skill Development Program's Management (KFP-SDPM) Page No. 62 (Candidates/ Trainees Point No. 2)	Candidates/ Trainees Upload and download of certificates to the trained Candidates	Please Clarify 1. As we assume that specifice format of 'Certification' will be provided by BSDM. 2. As our assumption uploaded 'Certificate' is in PFD or JPEG	The certification format will have to be decided in consultaion with BSDM at execution stage. There are scheme wise certificate formats which are already available with BSDM.
27	Knowledge Framework Provider (Portal) for all Skill Development Program's Management (KFP-SDPM) Page No. 62	Candidates/ Trainees Providing listing of job opportunities to candidates in their relevant skill / domain.	Is portal need to integrate with other portal to list of Job oportunites to candidate. if yes then A Standard API format would be designed in consultation with proposed Agency / Client . The APIs would be GET and POST.	Please refer TOR. The selected bidder will have to take approval for all workflows at execution stage from BSDM.

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Sl. No.	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
	(Candidates/ Trainees Point No. 4)			
28	Knowledge Framework Provider (Portal) for all Skill Development Program's Management (KFP-SDPM) Page No. 62 (Departments Point No. 1)	Departments MIS reports	Please more elaborate / Clarify 1. which type / Level of MIS report Departments are required.	Please refer TOR.
29	Knowledge Framework Provider (Portal) for all Skill Development Program's Management (KFP-SDPM) Page No. 62 (Employers/ Recruiters/ Industry Point No. 1)	Employers/ Recruiters/ Industry Online registration of the Employment/ Placement Agency	As we assume that there is Verification / Approval Process before Employment / Placement Agency is activate	Please refer TOR.

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Sl. No.	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
30	Knowledge Framework Provider (Portal) for all Skill Development Program's Management (KFP-SDPM) Page No. 62 (Training Service Providers / Training centre / Trainers Point No. 1)	Training Service Providers / Training centre / Trainers 1. Target allocation to Training centres based on intake capacity	Please Clarify 1. Hope there is approval process for Training Service Provider / Training Center before Registration. 2. After approval of Quality / Inspection Team Center need to take of the project. Then BSDM Allocate Target to any Training Service Provide / Training Center.	Yes.
31	Point – e : Page 29:	The Agency may, by not less than three (03) months written notice to the BSDM, such notice to be given after the occurrence of any of the events, terminate this Agreement if:	We request the department to reconsider time period of the termination to 45 days instead of 3 months.	No Change. RFP condition will prevail.
32	Pre-Qualification Criteria (SN 1)	The Sole Bidder / all organizations, in case of a consortium must be incorporated and registered in India, under Companies Act / Societies Act / Indian Partnership Act / Indian Trusts Act and should be in operations continuously for at least 5 years as on the last date of submission of bid.	This clause is restrictive as it does not allow global entities registered outside India. We request you to allow such entities as well so that bidders can bring in global experience and adapt best practices to enhance BSDM's delivery Proposed clause: Global Entity having office and registration in India may be accepted. The bidder's company / firm must	No Change. RFP condition will prevail.

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Sl. No.	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
			have at least 5 years of existence in India	
33	Section 2 - E. Project Deliverables and Payment Terms - 26.2 (Page 24)	Bidder will raise a total of 04 equal Quarterly invoices for portal, eContent and LMS (i.e for C1, C2 and for C3 of financial bid) along with the sign off of related documents thereof. BSDM will release the quarterly payments, only upon satisfaction, in terms of project deliverables, smooth and glitch free implementation, and timelines.	How milestones are getting decided? Please elaborate.	Please refer TOR, point 35 (section 4), page 103..

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Sl. No.	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
34	Section 2 - E. Project Deliverables and Payment Terms - 27 (Page 24)	In case the deliverable is delayed beyond the scheduled date or the revised scheduled date (as agreed by BSDM in writing), a penalty @ 1.5% of the assignment value per week of delay may be imposed on the Agency, as per decision of CEO, BSDM. If the delay is beyond 02 months, then BSDM has the right to issue the termination notice. However, the maximum penalty which can be imposed will be restricted to 10% of the amount of total assignment value. For this purpose, the total assignment value would be the cumulative invoiced amount till date.	Is this the total project value?	No change. RFP condition will prevail.

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In view of pre-bid meeting dated 23.06.2021, the Response to compiled pre-bid queries are as below:

Sl. No.	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
35	Section 2 – Instructions to Agencies and Data Sheet – E. Project Deliverables and Payment Terms 34.c Termination by Convenience, pg 28	BSDM, by a written notice of at least 30 days sent to the selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for BSDM’s convenience, the extent to which performance of the selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.	In such a case the contract may specify that all IPR shall be returned to the bidder/selected agency and BSDM shall claim no IPR on the portal, LMS and the eContent developed for BSDM	<p>BSDM will claim full IPR on the Portal, LMS and the E Content developed for BSDM itself.</p> <p>If the content is found to be unsatisfactory or useless for BSDM, then no payment for this work would be made.</p>
36	Section 2 – Instructions to Agencies and Data Sheet - Important Terms and Provisions D. Security Deposit & Liquidity Damages 21. Security Deposit and Performance Guarantee, pg 21	Within 15 days from the date of Letter of Invitation (LOI) from BSDM, the successful Bidder company/firm shall furnish the Performance Guarantee (PG) of an amount equal to 5% of its Financial Proposal (i.e. 60 months total project value), by way of DD/ Performance Bank Guarantee issued by one of the Nationalized/Scheduled Banks in India for the	Since 5% of invoice value is also being retained as Security deposit, we request to reconsider keeping the performance guarantee at a reduced % of financial proposal value for 60 months or consider 5% of financial proposal value of 24 months of project value	No change. RFP condition will prevail.

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Sl. No.	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
		due performance of the Assignment in acceptable form to BSDM.		

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In view of pre-bid meeting dated 23.06.2021, the Response to compiled pre-bid queries are as below:

Sl. No.	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
37	Section 2 – Instructions to Agencies and Data Sheet, 2 (b) Conflicting assignments , pg 15	<p>Conflict among assignments: Neither the Agency (including their personnel and) nor any of their affiliates shall be hired for any assignment that, by its nature, may be in conflict with another assignment of the Agency.</p> <p>The Agency cannot be empanelled as a Training Service Provider/Skill Development Center (SDC) with Bihar Skill Development Mission (BSDM) or any other Department in the State of Bihar.</p> <p>The selected Agency will not be further able to take up new assignments for skill development in any Department in the State of Bihar, until so permitted by CEO, BSDM in writing.</p>	Only current empanelment as” Training Service Provider/Skill Development Center (SDC) with Bihar Skill Development Mission (BSDM) or any other Department in the State of Bihar” be considered	No change. RFP condition will prevail.
38	Section 2, page 22	Intellectual Property Rights (IPR)	Will this clause be subject to full and final payment to the selected bidder (C1, C2, and C3) as per the rates quoted and agreed through this	No.

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Sl. No.	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
			process?	
39	Section 6. Terms of Reference (TOR) 2. Learning Management System Provider (LMS) for KYP and BS-CFA Program delivery Management (KFP-SDPM) Page 67	A. Candidate's learning life-cycle management system Course Management: o Content QC: The LMS should have feature of quality control / check of the content. This should also allow edit features on the imported SCORM content.	No LMS has edit feature for externally developed SCORM content. The SCORM content is a published output of different content authoring tools such as Articulate Storyline, Captivate, Lectora, etc. Editing of the content has to be done in the tool, which has been used to develop the content and after editing the SCORM package has to be re-uploaded on the LMS. Hence we request you to remove this requirement from the scope.	No change. RFP condition will prevail. Please refer TOR.
40	Section 6. Terms of Reference (TOR) 2. Learning Management System Provider (LMS) for KYP and BS-CFA Program delivery Management (KFP-SDPM) Page 68	A. Candidate's learning life-cycle management system LMS Features: - Provision to upload the video evidence of the activities learnt	Does this mean that the candidate should have facility to upload videos?	Yes

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Sl. No.	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
41	Section 6. Terms of Reference (TOR) 2. Learning Management System Provider (LMS) for KYP and BS-CFA Program delivery Management (KFP-SDPM) Page 68	A. Candidate's learning life-cycle management system LMS Features: Evidence of Candidate Training: LMS in addition to above features should also enable for capturing evidence of training, like selfie video, using Picture-In-Picture (PIP) feature as a tool for evidence based learning and assessment. Here Candidate should be able to record her/his actions while s/he is creating an output.	Does this mean that the LMS should have a log book feature for the candidates, where they can log their activities in form of notes or upload videos or PDF/Word/ Excel files?	No change. RFP condition will prevail. Please refer TOR.

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Sl. No.	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
42	Section 6. Terms of Reference (TOR) 2. Learning Management System Provider (LMS) for KYP and BS-CFA Program delivery Management (KFP-SDPM) Page 70	B. eExamination management system e. Exam Evidence i. Capturing of exam evidence for transparent examination which includes: o Webcam enabled exam conduct - video recording through web cam o Desktop screen recording o Screen shot capturing while exam attempt o Webcam preview images capturing o Uploading of all above evidences to server and provision to make it available for scrutiny.	Does this mean that the exam should be proctored? For this requirement, which proctoring application needs to be integrated with the LMS?	The developed LMS should have in-built functionalities to cater to such requirements related to on-line assessments.
43	Section 6. Terms of Reference (TOR) 3. eContent Provider for Kushal Yuva Program (eCP-KYP) and Bihar State – Certificate in Financial Accounting (BS-CFA) including GST and Tally 3.3 Other General terms related to eContent for Kushal Yuva Program and	The bidder should provide soft copy of approved study material in the form of - Book: Highly illustrated, at least 200 Pages, Four colour book in English and Hindi language for every Learner - eContent: SCORM compliant rich multimedia eLearning content in English and	Does this mean that the bidder has to provide a 200 page book + a eCourse on the topics?	Please refer TOR point 3.1, section 3 (page 70-71).

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Sl. No.	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
	BS-CFA Page 97	Hindi language.		
44	Section 6. Terms of Reference (TOR) 3. eContent Provider for Kushal Yuva Program (eCP-KYP) and Bihar State – Certificate in Financial Accounting (BS-CFA) including GST and Tally 3.3 Other General terms related to eContent for Kushal Yuva Program and BS-CFA Page 97	Specification for Multimedia Based Educational Content: The bidder should have ready to use multimedia eLearning content in Hindi and English languages for the above course based on the syllabus as defined above.	Does this mean that BSDM wants ready of use off-the-shelf courses on the topics mentioned in the RFP? Or Does the bidder have to develop custom courses? The eContent should be developed at which level (Level 1, 2, 3)? Will the eContent have animated or professional recorded videos? If professional videos are required, will those be provided by BSDM or vendor has to record? If vendor has to record the videos please provide the following details: 1. Shooting has to be indoor or out door? 2. Will actors and anchor be required	This is again to re-iterate and as communicated in the pre-bid meeting, the final outcome/deliverables under this RFP, be it the (i) Portal for all Skill Development Programs Management (ii) E-Content for Kushal Yuva Program (KYP) and BS-CFA Course and (iii) LMS for KYP and BS-CFA program, the proposed portal, E-content and LMS should at-least be at par or an improvement of the existing portal, E-content and LMS. Any lesser quality of the deliverables as above will be treated as unsatisfactory performance and the deliverables will be out-rightly rejected without any liability to the BSDM in this regard. As communicated in the meeting, the bidders are strongly requested to visit existing BSDM website/BSDM office/Training centers etc and have clear understanding of the RFP/ TOR/existing portal/E-content and LMS before participating in this bid. All activities with regard to designing and development of E Content and ensuring its quality will be the responsibility of the selected bidder only.

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			<p>or the videos will have BSDM faculty</p> <p>Should the eContent be accessible to differently abled candidates? Will BSDM provide raw content for the courses or vendor has to generate the raw content?</p> <p>Will BSDM provide SMEs required the eContent or will the vendor has to onboard the SMEs?</p>	
45	Section 6. Terms of Reference (TOR) 3. eContent Provider for Kushal Yuva Program (eCP-KYP) and Bihar State – Certificate in Financial Accounting (BS-CFA) including GST and Tally 3.3 Other General terms related to eContent for Kushal	40. The LMS should have capability of following deployment model: o Deployment/installation and activation on the local server of centers with personalized access to eContent for each candidate, assignment, evaluations, personalized candidate	Does this mean that separate instance of the LMS has to be installed on each center?	No change. RFP condition will prevail. Please refer TOR.

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Sl. No.	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
	Yuva Program and BS-CFA Page 97	records, and analytical reports for the stakeholders.		
46	Section 6. Terms of Reference (TOR) Page 61	The Scope of Work is divided in following parts: 1. Knowledge Framework Provider (Portal) 2. Learning Management System Provider (LMS) for KYP and BS-CFA Program delivery Management (KFP-SDPM)	Will the Portal and LMS be cloud based or on premise at BSDM.	No change. RFP condition will prevail. Please refer TOR.
47	Section 6. Terms of Reference (TOR) Page 61	The Scope of Work is divided in following parts: 1. Knowledge Framework Provider (Portal) 2. Learning Management System Provider (LMS) for	What would be the approximate number of user who would access the Portal and LMS? Since a lump sum cost has been asked it is important to know the approximate user count.	BSDM does not guarantee approximate user/candidate count.

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Sl. No.	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
		KYP and BS-CFA Program delivery Management (KFP-SDPM)		
48	Section 6. Terms of Reference (TOR) Page 61	The Scope of Work is divided in following parts: 1. Knowledge Framework Provider (Portal) 2. Learning Management System Provider (LMS) for KYP and BS-CFA Program delivery Management (KFP-SDPM)	What would be the approximate yearly storage space requirement on the Portal and LMS? Since a lump sum cost has been asked it is important to know the approximate storage space required.	The bidder has to evolve such understanding depending on the scope of work/TOR and informations gathered through BSDM website etc.
49	Section 6. Terms of Reference (TOR) Page 61	The Scope of Work is divided in following parts: 1. Knowledge Framework Provider (Portal) 2. Learning Management System Provider (LMS) for KYP and BS-CFA Program delivery Management (KFP-SDPM)	Is there a requirement for integration between the portal and the LMS or will be these be standalone systems.	Please refer TOR. These will be standalone systems.

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Sl. No.	Section/ Page No.	Content of RFP requiring clarifications	Compilation of Changes/ Clarifications requested	BSDM Response
50	Section 6. Terms of Reference (TOR)/4. State-wide Implementation, Monitoring and Operation Support for Skill Development Programs for entire contract duration./35/a (Page 103)	All the development work related to Portal, LMS and content needs to be completed in 3-4 months from commencement.	Based on our experience, 3-4 months duration is not adequate to develop a stable environment. Hence we recommend to extend this duration.	No change. RFP condition will prevail. Please refer TOR.

Annexures: The Session and Topic wise Hourly Break-up of KYP and BSCFA Course

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