

RFQ cum RFP REF NO: T-16017/38/2020-iGOT (Vol III) for Onboarding consultant for defining and detailing FRAC (Framework for Roles Activities and Competencies) for Govt. of India

Reply to Queries

#	Section Name & No.	Page No.	Statement as per tender document	Query by bidder	Reason for Query	Response by Client
1.	13. Technical Evaluation Criteria/ Framework Point no. 4	52	Number of successfully completed projects, each of value of at least Rs. 2 Crore in the last 5 years (from the date of publication of bid) in organization transformation/ management/ HR Business Process engineering/HR management/ process transformation in Government Clients or Public Sector Units 3 Projects: Max 3.5 marks 4-6 Projects: Max 7 marks 7 Projects or more: Max 10 marks	Since the number of projects required for scoring maximum marks has increased, can Private sector credentials also be submitted for this evaluation criteria?	Due to increase in the number of HR/ Organization transformation assignments/projects to be submitted as compared to the Vol II of the FRAC RFP	The condition of the RFQ cum RFP remains unchanged.
2.	13. Technical Evaluation Criteria/ Framework Point no. 6	54	Break up of Marks- Marks Education qualifications 2 Certifications, Training 1 Adequacy for the Assignment (relevant experience in the sector/similar assignments) Minimum Experience as specified in Section 8 – (1 mark)	Requesting review/ relaxation on this criterion for better Experience - Designation alignment?	As an observation in the industry, we see the designation to be aligned with number of years of work experience. As per the scoring criteria, in order to score maximum marks, the experience required (6 years above the minimum work experience) is not aligned to	The condition of the RFQ cum RFP remains unchanged.

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			<p>Experience more than 3 years above the specified minimum experience – (2 marks)</p> <p>Experience more than 6 years above the specified minimum experience – (3 marks)</p>		<p>the expected designation of the Team member/profile required. (For e.g., Competency and Organizational Design Analyst would need an experience of 12 years for getting maximum marks which is commonly not found in the industry). A person with 12 or more years of work experience would ideally be found at a project manager/ program manager level.</p>	
3.	13. Technical Evaluation Criteria/ Framework Point no. 6	54	Certifications, Training 1	We are assuming all relevant certifications will be valid for this criterion. Please confirm.	To get clarity on the exact expectations from the bidder	All relevant certifications as provided in Section 8 will be valid for this criterion.
4.	13. Technical Evaluation Criteria/ Framework Point no. 3	52 and 53	<p>Bidder's Profile: Experience of similar engagements</p> <p>Bidder's Profile: Experience of large organization transformation</p>	Please confirm if projects as used in Pre-qualification criteria, be used for Technical Evaluation criteria as well if they fulfil the criteria?	To get clarity on the exact expectations from the bidder	Yes, projects used in Pre-qualification criteria will be accepted for Technical Evaluation criteria, if they fulfil the required criteria.
5.	6.1 Decoding and Modelling FRAC:	21	"It may also be noted that the above mentioned 7 (seven) Ministries/Departments are	1. Could DoPT please provide a range of the number of unique positions	The volume of work and, hence, the resource allocation, timeline and	1. The Bidder will be required to study the Organizational Structures, Work Allocation Documents, etc. of all 7

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	Defining Components		tentative and DoPT has the right to modify the same, based on its requirement"	<p>across the tentatively identified ministries?</p> <p>2. Will the scope include only ministry roles or also include civil servants who are attached to the ministry or its departments? For e.g., if the scope includes the Home Ministry, then would it also include the Indian Police Service roles?</p> <p>3. Would the expectation from the bidder be to provide modular commercials - which will vary in accordance with the final number of ministries/personnel?</p>	commercials might vary if the number of ministries/personnel varies.	<p>Ministries/Departments. The Organizations structure/ hierarchy may slightly vary among the Ministries/Departments. The consultant is expected to map roles, activity, knowledge and competencies for every government position for the 7 identified Ministries/ Departments/ organizations.</p> <p>2. It is clarified that the scope will include Ministries/Departments along with sub-unit as specified in bid document.</p> <p>3. The bidder is required to submit commercial bid as per Annexure 11- Commercial Bid Format Proposal.</p>
6.	Section 13 Technical Evaluation Criteria/ Framework, point no.4, Vol1	53	Number of successfully completed projects, each of value of at least Rs. 2 Crore in the last 5 years (from the date of publication of bid) in organization transformation/management/HR Business Process engineering/HR management/ process	Process transformation in Government Clients or Public Sector Units will include Business Process Re-engineering (BPR) projects for the Government client	To get clarity on this point	<p>Kindly refer Section 13: Technical Evaluation criteria, clause no 4</p> <p>“Number of successfully completed projects, each of value of at least Rs. 2 Crore in the last 5 years (from the date of publication of bid) in organization transformation/management/HR</p>

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			transformation in Government Clients or Public Sector Units 3 Projects: Max 3.5 marks 4-6 Projects: Max 7 marks 7 Projects or more: Max 10 marks			Business Process engineering/HR management/process transformation in Government Clients or Public Sector Units 3 Projects: Max 3.5 marks 4-6 Projects: Max 7 marks 7 Projects or more: Max 10 marks.” The condition of the RFQ cum RFP remains unchanged.
7.	Section 13 Technical Evaluation Criteria/ Framework, point no.6, Vol1	53	Resources will be scored on their profiles against the profile requirements mentioned in the RFQ cum RFP.	Please make 2 Additional resource	The enormous size of scope of Work requires more than 5 resources to deliver the project.	The Bidder needs to deploy suitable resources for this project. Section 8 of Vol I provide the minimum resource requirements for the engagement (“mandatory resources”), which needs to be adhered to mandatorily. It may be noted that the resource details are the minimum requirements and the Bidder may bring in additional resources if it so desires to meet the Scope of Work as mentioned in this RFQ cum RFP
8.	Section 14.2 Payment Terms, point 3, Vol 1	55	The payments will be made in the following manner:	Payment be made equal monthly basis	The payment is backloaded, requiring the payment to be made equally distributed	The condition of the RFQ cum RFP remains unchanged.
9.	Section 8.1 Programme Manager and	32	Programme Manager and Subject Matter Expert Shall have a minimum of 12 years” experience with minimum 10 years	Shall have a minimum of 9 years” experience with minimum 7 years in HR		The condition of the RFQ cum RFP remains unchanged.

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	Subject Matter Expert, Vol 1		in HR Consulting/ large scale HR transformations	Consulting/ large scale HR transformations		
10.	Section 8.2 Competency and Organizational Design Expert., Vol 1	32	Competency and Organizational Design Expert Shall have a minimum of 10 years'' experience in HR Consulting with minimum 7 years in areas of Competency/ Skill Development/ Skill Mapping/Organizational Design/Organization Development	Shall have a minimum of 7 years'' experience in HR Consulting with minimum 5 years in areas of Competency/ Skill Development/ Skill Mapping/Organizational Design/Organization Development		The condition of the RFQ cum RFP remains unchanged.
11.	Section 8.2 Competency and Organizational Design Expert., Vol 1	32	Competency and Organizational Design Expert Shall have the experience of working in at least 5 projects involving development of Competency Framework/ Competency Dictionaries/ Skill Dictionaries/ Skill – Competency Mapping in the last 5 years with a minimum of one such work-related assignments in Government / PSU sector in India	Shall have the experience of working in at least 3 projects involving development of Competency Framework/ Competency Dictionaries/ Skill Dictionaries/ Skill – Competency Mapping in the last 5 years with a minimum of one such work-related assignments in Government / PSU sector in India		The condition of the RFQ cum RFP remains unchanged.
12.	Section 8.3 Competency and Organizational Design Analyst, Vol 1	33	Competency and Organizational Design Analyst Shall have a minimum of 6 years'' experience in HR Consulting with minimum 4 years in areas of Competency/ Skill Development/	Shall have a minimum of 4 years'' experience in HR Consulting with minimum 3 years in areas of Competency/ Skill Development/		The condition of the RFQ cum RFP remains unchanged.

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			Organizational Design/Data Analysis	Organizational Design/Data Analysis		
13.	Section 8.4 Government Process Expert, Vol 1	33	Government Process Expert Shall have a minimum of 12 years'' experience in with minimum 8 years in Government of India/ consulting for Government of India (preferably the Centre)	Shall have a minimum of 9 years'' experience in with minimum 5 years in Government of India/ consulting for Government of India (preferably the Centre)		The condition of the RFQ cum RFP remains unchanged.
14.	Section 8.4 Government Process Expert, Vol 1	33-34	Government Process Expert Shall have the experience of working in at least 6 projects with Government of India Clients/ Ministries and shall be aware of government processes, with at least 3 projects pertaining to Government Process Transformation/ Government Process Reengineering	Shall have the experience of working in at least 4 projects with Government of India Clients/ Ministries and shall be aware of government processes, with at least 2 projects pertaining to Government Process Transformation/ Government Process Reengineering		The condition of the RFQ cum RFP remains unchanged.
15.	Section 8.5 Occupational Psychologist, Vol 1	34	Occupational Psychologist Shall have a minimum of 12 years'' experience with minimum 10 years in HR Consulting/ Workplace Behaviour Design/ Competency Development	Shall have a minimum of 8 years'' experience with minimum 6 years in HR Consulting/ Workplace Behaviour Design/ Competency Development		The condition of the RFQ cum RFP remains unchanged.
16.	Section 9 Service Level Agreement,	36	For every instance of a resource replacement, a deduction of 10%	For every instance of a resource replacement, a deduction of 5% of		The condition of the RFQ cum RFP remains unchanged.

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	Point 2, Column Liquidated Damages, Vol 1		of monthly cost of the resource concerned will be made.	monthly cost of the resource concerned will be made.		
17.	Section 9 Service Level Agreement, Point 3, Column Liquidated Damages, Vol 1	36	If the selected Consultant fails to submit all deliverables within the time period specified under the contract (unless specific exemption is given for reasons beyond consultant's control), the consultant shall be liable to pay to the Client, fixed and agreed liquidated damages, maximum of 15% of the total contract fees.	If the selected Consultant fails to submit all deliverables within the time period specified under the contract (unless specific exemption is given for reasons beyond consultant's control), the consultant shall be liable to pay to the Client, fixed and agreed liquidated damages, maximum of 10% of the total contract fees.		The condition of the RFQ cum RFP remains unchanged.
18.	Section 1.10 Liquidated damages, Vol 2	13	If the selected Consultant fails to complete the Assignment, within the period specified under the contract, the consultant shall pay to the Client, fixed and agreed liquidated damages, and not as penalty, @ 1% of the contract fees for each week of delay or part thereof. The aggregate maximum of liquidated damages payable to the Client under this clause shall	If the selected Consultant fails to complete the Assignment, within the period specified under the contract, the consultant shall pay to the Client, fixed and agreed liquidated damages, and not as penalty, @ 1% of the contract fees for each week of delay or part thereof. The aggregate maximum of liquidated		The condition of the RFQ cum RFP remains unchanged.

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			be subject to a maximum of 15% of the total contract fees.	damages payable to the Client under this clause shall be subject to a maximum of 10% of the total contract fees.		
19.	Section 1.7.1, Vol 2	18	Payment shall be made within 45 days of receipt of the invoice and approval of the relevant deliverables, and within 75 days in the case of the final payment, on achievement of milestones	Payment shall be made within 45 days of receipt of the invoice and approval of the relevant deliverables, and within 60 days in the case of the final payment, on achievement of milestones		The condition of the RFQ cum RFP remains unchanged.
20.	12. Pre-Qualification criteria		A bidder is required to bid on its own and no joint ventures or consortium are allowed.	We request you to allow the Consortium/JV in this tender.		The condition of the RFQ cum RFP remains unchanged.