

Replies for Pre Bid Queries raised during meeting on 14/01/2022 for

Public Tender for Engagement of Training Agency (s) for Training of New Retail Outlet Dealers across the country.

TENDER NO.: HCC/HR-03/PT-45/2022-23

e-tender id: 2022_MKTHO_152656_1

S.NO	RFP/Tender Document Reference(s)			Statement as per RFP / Tender Document	Query by bidder	Name of the bidder	Reply from IndianOil
	Page No.	Section No.	Section Name				
1	57	9.15	Verification of documents	<p>ii. Document verification with originals shall be carried out after opening of price bids for the short listed bidder(s) only. Since documents are submitted by the bidder(s) in the tender, the responsibility of authenticity of documents shall be with the bidder(s).</p>	<p>We would like to request IOCL to accept Softcopies of Work order/Service Agreement and soft copies of completion certificates for the projects delivered for private sector clients, duly attested by the auditor in lieu of Original documents.</p> <p>All our private sector clients are working based on softcopies therefore there are no hard copy original documents for the same. Kindly confirm your acceptance.</p>	TMI e2E Academy Private Limited	In Line with Tender Document
1	10	3.6	Power of Attorney	<p>Authority of the person uploading the bids with his DSC shall be required to be submitted in the bids. Document required showing the authority of the person uploading & submitting the bid with his Digital Signature Certificate</p>	<p>Being an University, Registrar can issue letter of Authorization in place of Power of Attorney. Also the authorized signatory can use Class III DSC in his name for uploading tender documents and other proceedings required for execution of this project. Similar practice has been done for all Govt/Public Sector/Private Sector RFPs and therefore it is requested to allow the same as per requirement.</p>	Amity University	Authorization Letter from Registrar in the name of person uploading bid with his DSC can also be accepted subjected to uploading relevant supporting document proving that Registrar is authorized/competent person to issue the Authorization Letter.

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2	17	5.3	Pre-Qualification Criteria:	The Completion Certificate (s), submitted by the bidder should be on Client's letter head indicating: (a)Work Order reference. (b)Brief of work. (c)Contract period. (d)Date of completion (e)Completed Value of work, for each work order being claimed	The Completion Certificate is acceptable if the certificate is not exactly in the same format (a to e)but carries most of the information. Can supporting documents like work order/contract may be attached for remaining information.	Amity University	as mentioned in tender documents
3	17	5.4	Other Commercial Criteria	Bidder to submit Power of Attorney / Board resolution (as applicable) in favour of the tender signing authority.	Authorization letter from Registrar should be acceptable as submitted for similar IOCL bids in the past. Being an University Authorization Letter from Registrar is issued in place of Power of Attorney/Board Resolution.	Amity University	Authorization Letter from Registrar in the name of person uploading bid with his DSC can also be accepted subjected to uploading relevant supporting document proving that Registrar is authorized/competent person to issue the Authorization Letter.

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4	19	6.1	Training Content Creation:	Raw content for training shall be provided by IOCL. Vendors will create new / update existing content / Audio Visual content/ Animation as and when required by IOCL exclusively for this project. Vendor is required to make updates to the content as & when advised by IOCL. Vendor (s) to ensure that latest content is always available for use.	How much raw content shall be given by IOCL and approx percentage of new content to be created particularly Audio Visual and Animation	Amity University	Functional Input for preapring conent will be provided by Indian Oil. Content on Behavioral Topics to be prepared by agency. Content to be prepared for training delivery as Powerpoint Presentation to be supported by audio visuals available on open source. Audio Videos related to IOC will be provided by IndianOil. Final content to be appoved by IndianOil before start of training
5	19	6.3	Supply of Training Material:	1.Faculty guide in English/Hindi 2. Folder for participant incl. handbook (approx. 155 pages/ handbook in A4 size booklet, printed in color)	1.Altogether new Faculty guide to be developed or existing Faculty Guide to updated and modified. 2.Since the number of handbook pages (approx 155) mentioned. Does this mean that handbook content is ready and vendor only needs to get it printed and distribute it to the participants or there needs to be some modication and updation required	Amity University	1. Existing to be updated and Modified. 2. Handbook is ready, however, will require some modification.

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6	21	6.11	Cities having State Office Headquarters:	NAME OF CITY: 1 Delhi 2 Chandigarh 3 Jaipur 4 Lucknow 5 Noida 6 Patna 7 Guwahati 8 Kolkata 9 Bhubneswar 10 Mumbai 11 Bhopal 12 Ahmedabad 13 Hyderabad 14 Bangalore 15 Trivandrum 16 Chennai	The training locations shall be same as that of state headquarters or different	Amity University	No. These locations are reference for State Office Head Quarters. Training locations will be different in addition to these locations.
7	48	9.11	Evaluation of Techno Commercial Bid:	Bidder(s) would be called for a technical presentation at a notice of minimum 7 days. The technical presentation should be made by proposed team who shall be working on this assignment with INDIANOIL. A signed copy of the presentation needs to be submitted on this day for evaluation purpose.	Presentation to be given by the shortlisted bidders who had qualified for Stage 1 or it will be given by all the bidders. Only hard copy (printout of the presentation) to be submitted at the time of presentaion or soft copy via e-mail/pen drive also	Amity University	1. Bidders qualifying Stage 1 will be considered for Stage 2 and will be called for making presentation. 2. Duly signed scan copy of presentation can also be submitted.
8	51	Sr. C (ii)Documents required	Marking Criteria	Certification from HR head / CEO/ country Head/ Director on strength of personnel as on 31st March of previous financial year duly vetted by an external auditor shall be submitted	A certificate from Registrar/HR will be suffecient or it needs to be certified by external auditor as mentioned in the RFP	Amity University	In line with Tender Document

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9	10	3.6	Power of Attorney	Authority of the person uploading the bids with his DSC shall be required to be submitted in the bids. Document required showing the authority of the person uploading & submitting the bid with his Digital Signature Certificate	Being an University, Registrar can issue letter of Authorization in place of Power of Attorney. Also the authorized signatory can use Class III DSC in his name for uploading tender documents and other proceedings required for execution of this project. Similar practice has been done for all Govt/Public Sector/Private Sector RFPs and therefore it is requested to allow the same as per requirement.	Amity University	Authorization Letter from Registrar in the name of person uploading bid with his DSC can also be accepted subjected to uploading relevant supporting document proving that Registrar is authorized/competent person to issue the Authorization Letter.

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10	26	6.12	Deliverables & Timelines	<p>1.Scheduling classroom sessions training session in IOCL's in house learning platform.</p> <p>2.Feedback of training session (within 24 hrs from each session). The feedback formats will be finalized in consultation with IOCL.</p> <p>3.Tracking the course completion by the nominated dealers.</p> <p>4.Clear and non-pixelated Photographs taken with digital camera or mobile phone of each & every sessions along with attendance.</p> <p>5.Uploading and maintaining of the Training Calendar.</p> <p>6.Vendor (s)'s Trainer Profiles (Resume/CV) with photographs.</p> <p>7.MIS on training sessions for all modules. MIS formats to be finalized in consultation with IOCL.</p>	Where would MIS of these activities be maintained. In the dashboard (maintained and managed by vendors) or at IOCL Portal as mentioned in the RFP.	Amity University	<p>1. Scheduling, Feedback, Tracking Course completion - To be done in IOCL's Learning Platform</p> <p>2. Uploading of Photograph, Trainer's Profile, MIS - Dashboard from finalized agency (s)</p>

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11	38	4	Special Terms and Conditions (Validity of Rates)	The quoted rates shall be valid for a period of 180 days from the date of opening of Technical Bid till completion of contract in all respects. IOCL shall not provide any escalation, whatsoever, apart from what is quoted in price schedule.	Will there be any percentage enhancement of rates after a year on the basis of inflation or rising costs as per the trend or they shall be absorbed by the vendor.	Amity University	No escalation is applicable.
12	75-76		Annexures	Undertaking for PPLC-BID STAGE	Need more clarity on this Annexure	Amity University	In line with Tender Document
13	79	14	Annexure 8	Calculation of Local Contents- Goods (To be submitted after award & during execution)	Do we need to submit this annexure as blank or Not Applicable or the annexure is not required to be submitted at all	Amity University	Need not to submitted at the time of uploading bid.
14	83	15	Proforma A	Proforma for Bank Gaurantee for Security Deposit (to be executed on stamp paper of Appropriate value)	Do we need to submit this annexure as blank or Not Applicable or the annexure is not required to be submitted at all	Amity University	Need not to submitted at the time of uploading bid.
15	91	15	Proforma D	Agreement	Do we need to submit this annexure as blank or not required to be submitted at all since it is to be submitted by successful bidder post the award of the contract.	Amity University	Need not to submitted at the time of uploading bid.
16	102			Declaration (Marketing Division)	Do we have to sign and submit this document	Amity University	To be submitted as per format and file type asked in Tender Document
17	103			CVC Circular	Do we have to sign and submit this document	Amity University	To be submitted as per format and file type asked in Tender Document

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1	15	5.2	Pre-Qualifying Criteria	<p>“Similar Work” is defined as: “Training engagement for channel partners and/or employees of channel partners or for employees of any Govt./Public sector undertaking/Private organization in India.” Channel Partners would mean stockist, distributor, dealer etc.</p>	<p>In similar work e-learning experience also need to be considered as during pandemic most of the PSU'S/GOI has done training online. E-learning modules have been impactful in delivering the training too.</p>	<p>Bennett Coleman & Company Limited (BCCL)</p>	<p>As mentioned in tender document. E-Learning and Virtual Training will not be covered under the definition of Similar Works.</p>
2	26	6.12	Deliverables and Timelines	<p>Master Trainer program shall be conducted for 2 full days. The date, time and venue of training shall be intimated to the successful bidder (s) in advance. The cost of travelling / lodging and boarding for above training will have to be borne by the successful bidder (s).</p>	<p>Master trainer program will be conducted online or offline? In case online please clarify on the location.</p>	<p>Bennett Coleman & Company Limited (BCCL)</p>	<p>Preferrably Offline at Mumbai. However, based on Local administrative guidelines, same can be conducted online.</p>

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1	20	6.4	Scope of Work	Arranging prizes for the winners of Quiz at the end of the 5 days (5 prizes of approx. value of Rs. 200/- each as approved by IOCL).	What does 'Approved by IOCL' mean with respect to the statement, please clarify	LHH (Adecco)	Agency has to first suggest few items that can be provided as prizes, based on which IOCL will recommend one.
2	21	6.9	Scope of Work	Stay Arrangement for participants will be on "Single" Occupancy basis. Modalities are as under:	No. of days - Stay has to be provided for each participant (Day prior to the training start?)	LHH (Adecco)	As mentioned in Tender Document
3	22	6.11	Scope of Work	The Project Coordinator posted at IOCL HO, Mumbai of each successful bidder will have a team of State Coordinators with 1 (one) Coordinator per State Office having headquarters in the cities mentioned below. The area of control of the state coordinators will be finalized by IOCL. (As per proportion of Job allocation).	Can you please confirm the PMO structure	LHH (Adecco)	As mentioned in Tender Document
4	23	6.11	Scope of Work	NA	Can we get a split of training batches - State/location wise	LHH (Adecco)	Will provided to successful bidders
5	25	6.12	Scope of Work	Vendor (s) Trainers should be exclusively assigned to the IOCL training program.	What does exclusivity mean here. Can we use Empaneled trainers for the activity or do we require to onboard the trainers	LHH (Adecco)	As mentioned in Tender Document

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1	20	6.1	Training Content Creation	Raw content for training shall be provided by IOCL. Vendors will create new / update existing content / Audio Visual content/ Animation as and when required by IOCL exclusively for this project. Vendor is required to make updates to the content as & when advised by IOCL. Vendor (s) to ensure that latest content is always available for use.	Please clarify the scope of work with respect to content creation for the workshop and what kind of video content would be required. Would the vendor be required to create self-learning (pre-workshop / post-workshop) content for LMS as well?	Right Management India	Functional Input for preapring conent will be provided by Indian Oil. Content on Behavioral Topics to be prepared by agency. Content to be prepared for training delivery as Powerpoint Presentation to be supported by audio visuals available on open source. Audio Videos related to IOC will be provided by IndianOil. Final content to be appoved by IndianOil before start of training Agency is not required to prepare any create self-learning (pre-workshop / post-workshop) content for LMS
2	21	6.8	Average Batch Size	Average batch size for the training shall be 25 Nos. However, same may vary from location to location and shall be advised to the vendor well in advance.	What if the number of participants is higher than 25 in a considerable number of batches thereby increasing the total count?	Right Management India	Maximum batch size for every training will be kept limited to 25 participants.

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3	20	6.2	Trainer Qualification	Ability to facilitate sessions in vernacular language of the state in addition to Hindi & English.	What all vernacular languages are required?	Right Management India	Trainer should facilitate sessions in vernacular language of the state in addition to Hindi & English. For example: for training in Tamil Nadu, Trainer should also have proficiency in Tamil language. Like wise for all states.
4	26	6.12	Deliverables and Timelines	The vendor (s) will have a panel of Master Trainers for all modules that will be certified by IOCL. The minimum strength of the master trainers would be 8 or as decided mutually (as per quantum of job allocated).	Can Master Trainers also deliver Dealer Training programs or their role is only restricted to training the Trainers?	Right Management India	As mentioned in Tender Document

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1	19	6.1	Training Content Creation	Raw content for training shall be provided by IOCL. Vendors will create new / update existing content / Audio Visual content/ Animation as and when required by IOCL exclusively for this project. Vendor is required to make updates to the content as & when advised by IOCL. Vendor (s) to ensure that latest content is always available for use	How many no. of videos to be created in AV format in various categories like 2D, SCORM compliant etc. And Duration of videos	Hero Mindmine	Functional Input for preapring conent will be provided by Indian Oil. Content on Behavioral Topics to be prepared by agency. Content to be prepared for training delivery as Powerpoint Presentation to be supported by audio visuals available on open source. Audio Videos related to IOC will be provided by IndianOil. Final content to be appoved by IndianOil before start of training Agency is not required to prepare any create self-learning (pre-workshop / post-workshop) content for LMS
2	51	9.11	Evaluation of Techno Commercial Bid:	Human resources strength of personnel on rolls of the Company in Local / Home office in India	May we include our associate training partner, who are part of existing IOCL projects and similarly for other projects, as we pay them based on the project to project basis. They also have relevant experience working in Indian Oil various projects like SSR, CA Training, Prabodhan etc.	Hero Mindmine	Strength on rolls of the Company in Local / Home office in India to be considered as mentioned in Tender document.

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3	19	6.2	Trainer Qualification	Training experience – Minimum of 8 years of training experience preferably of Sales and overall 10+ years of work experience	Training Experience in Sales, are we talking about irrespective of any industry or any specific industry in sales experience	Hero Mindmine	Minimum of 8 years of training experience preferably of Sales irrespective of industry
1	20 of 124	6.8	Average Batch Size	(Vendor may consider minimum 25 participants in each batch for estimation purpose for making hotel and other arrangements).	What would be the Maximum number of participants in a Batch? What if the number of participants is less than 25 on the date of training? If the participants do not turn up for trainings?	Centum Learning Limited	Maximum batch size for every training will be kept limited to 25 participants.
2	20 of 124	6.9	Stay and Training Arrangement	Stay Arrangement for participants will be on “Single” Occupancy basis.	What if the participant comes with a plus one for the training? Or count exceed beyond 25 participants in any program?	Centum Learning Limited	Maximum batch size for every training will be kept limited to 25 participants.
3	26 of 124	6.12	DELIVERABLES AND TIMELINES	Providing Pre-Reads (SAMPARK Modules) to the participants 15 days from the scheduled training program.	As per Section NO. 6.10, Vendor has to give minimum 15 days advance intimation of the venue and the training program to concerned IOCL officials. The timeline does not match.	Centum Learning Limited	Providing Pre-Reads (SAMPARK Modules) to the participants 12 days from the scheduled training program.
4	26 of 124	6.12	DELIVERABLES AND TIMELINES	Feedback of training session (within 24 hrs from each session). The feedback formats will be finalized in consultation with IOCL.	TAT of feedback capture & sharing recommended to be 48 hours from the training session.	Centum Learning Limited	Feedback of training session within 24 hrs from each session.

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5	22 of 124	6.11	Project Management Team, Monitoring and MIS	Vendors will create a common application-based dashboard for planning, tracking, and reviewing trainings, MIS reports as finalized by IOC and any other details pertaining to the trainings.	What all functionalities are needed in the tool? We hope that a mobile responsive tool will suffice the requirement.	Centum Learning Limited	As mentioned in Tender document
6	22 of 124	6.11	Project Management Team, Monitoring and MIS	Vendors will create a common application-based dashboard for planning, tracking, and reviewing trainings, MIS reports as finalized by IOC and any other details pertaining to the trainings.	How many hierarchy needed in the tool? What type of reports & their formats?	Centum Learning Limited	MIS Report and format will be provided after award of contract. Dashboard to have visibility to Head Office and State Office.
7	25 of 124	6.11	DELIVERABLES AND TIMELINES	Master Trainer program shall be conducted for 2 full days. The date, time and venue of training shall be intimated to the successful bidder (s) in advance. The cost of travelling / lodging and boarding for above training will have to be borne by the successful bidder (s).	Is the venue provided by IOCL for MT Program? Also, please specify the venue location in advance to assess the cost implication of the program.	Centum Learning Limited	Master Trainer program will be conducted preferably Offline at Mumbai. TTT will be conducted at IOCL's premises.

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8	19 of 124	6.2	Trainer Qualification	Delivery of training by qualified and experienced trainers having minimum below mentioned criteria: - 1) Minimum qualification – Graduation in any field 2) Training experience – Minimum of 8 years of training experience preferably of Sales and overall 10+ years of work experience 3) Ability to facilitate sessions in vernacular language of the state in addition to Hindi & English	Is there any Industry preference given to the trainers during selection?	Centum Learning Limited	Minimum of 8 years of training experience preferably of Sales irrespective of industry
9	22 of 124	6.9	Stay & Training Arrangement	Cities having State Office Headquarters:	Will the programs be conducted in the 16 locations mentioned in the RFP, as earlier programs have been conducted in multiple cities of a state? If yes, please share the list of locations where venue has to be provided. Is there any pre approved 3 star hotel list available for these cities?	Centum Learning Limited	1. No. These locations are reference for State Office Head Quarters. Training may or may not be conducted at these Locations. 2. List of location will shared with successful bidder 3. No, there is no pre approved list of hotels with IOC.

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10	20 of 124	6.9	Stay & Training Arrangement	The stay, boarding and lodging of the participants will be arranged in a 3-Star Hotel (As per classification done by Ministry of Tourism, Government of India) duly approved by IOCL in air conditioned rooms on Single Occupancy basis	Government Certificates of 3 Star rating may not be available in certain cases/cities. Will IOCL approve the venues without such certification. The hotels offered will however match the 3 star standards of operations	Centum Learning Limited	In line with tender document
11	21 of 124	6.10	Stay & Training Arrangement	Vendor (s) has to give minimum 15 days advance intimation of the venue and the training program to concerned IOCL officials.	For bookings during peak season (such as March & Oct), it is recommended that we get the monthly training calendar at least 30 days in advance to secure the booking in the preferred venues.	Centum Learning Limited	In line with tender document
12	25 of 124	6.12	Deliverables and Timelines	All the Games, PPT presentations, templates, videos, guide, and reference material etc. designed and developed during this program shall be handed over to IOCL	Video duration of the content, if any. Also which regional languages translation is required	Centum Learning Limited	No separate AV to be created by Agency. However, AVs required for incorporation in content and available in open source can be considered.
13	25 of 124	6.12	Deliverables and Timelines	The vendor (s) must identify suitable key success factors for measuring the impact of the training in consultation with IOCL.	Can you provide more details on this?	Centum Learning Limited	In line with tender document
1	56	9.13	Tender Evaluation criteria	policy linked with Local Content	Available now sample content	Acadecraft Private Limited	As Mentioned in tender document

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1	23			Monitoring Course Completion	Pl share escalation Matrix.It is difficult to follow up with Dealer Principals who might otherwise be too busy to attend to Trainer /Coordinator Priorities	Indus Management consultants	Escalation Matrix will be shared after award of contract
2	19			Manual will have English /Hindi side by side	Are these to be 2 separate Manuals or is it expected to be on the same page	Indus Management consultants	Manual will be required in English only.
3	15			The value of the work will be Rs...	Is this inclusive of GST	Indus Management consultants	As Mentioned in tender document
4	24			Computer /Lap Top Projector /Internet connectivity	Is Requirement of Lap top & Internet Meant only for the Trainer or is it required to be provided for each Participant	Indus Management consultants	Laptop is required for trainer, however, internet connectivity is required for Trainer as well as participants.
5		Percentage BOQ		Price Schedule	%ITC admissible for GST (%)It is indicated as 23.91%. Normal GST as applicable is 18%.Request you to please clarify	Indus Management consultants	As Mentioned in tender document
6	21	6.11		State Coordinator	Can The state coordinator and the Trainer be the same person.It is likely the Trainer can be under engaged.He could do the coordination as well	Indus Management consultants	As Mentioned in tender document

Replies for Pre Bid Queries raised during meeting on 14/01/2022 for

Public Tender for Engagement of Training Agency (s) for Training of New Retail Outlet Dealers across the country.

TENDER NO.: HCC/HR-03/PT-45/2022-23

e-tender id: 2022_MKTHO_152656_1

S.NO	RFP/Tender Document Reference(s)			Statement as per RFP / Tender Document	Query by bidder	Name of the bidder	Reply from IndianOil
	Page No.	Section No.	Section Name				
Additional clarification from IndianOil:							
Clause with respect to submission of Bid Security Declaration in lieu of EMD to be read as appended below:							
Clause in Published Tender				To be read as			
Earnest Money Deposit (EMD)				Earnest Money Deposit (EMD)			
NIL				Bidders to note that there shall be no requirement of payment of EMD against this e-Tender. However, all bidders shall be required to mandatorily submit the Bid Security Declaration, in lieu of EMD as per Annexure-9 .			
Declaration to be given by the bidders as per format provided in tender document.				The requirement of submission of Bid Security Declaration shall also be applicable on bidders who are exempted from payment of EMD (MSEs as per PPP, Startups, CPSEs and JVs).			
Pl refer Bid Security Declaration in lieu of EMD (Annexure – 9) for this.				The bid shall be summarily rejected if Bid Security Declaration in lieu of EMD is not uploaded in E-Tendering portal on or before tender submission date and time.			
The above Declaration is mandatory and is to be uploaded along with technical bid document while uploading the tender either in EMD Declaration folder or anywhere along with technical bid document.							
Bidders not uploading this Bid Security Declaration in lieu of EMD as per Annexure – 9 before tender submission date and time will be liable to be rejected.							