



RFP for Empanelment and Selection of Training Vendor to provide training to BFSL CREs & Off-Roll Teams

Sr. No.	Pg No	Point No	Tender Original Clause	Clarification	BFSL Responses
1	Annexure 1 - Eligibility Criteria	4	Bidder should be an ISO Certified Training company	Right Management is the global career expert within ManpowerGroup, providing tailored global workforce solutions. As career experts, we enable companies to win by helping employees build successful careers in the Human Age. The organization is not an ISO Certified Training Company however Right Management India has done numerous trainings in different sectors.	Eligibility Criteria cannot be changed
2	RFP - Pg. 11	6	Minimum of 15 participants to be confirmed for batch size.	What would be the approximate batch size ?	Batch size can vary for location and time. Hence a minimum batch size of 15 is confirmed. Maximum batch size can be discussed with shortlisted vendor.
3	Appendix 01	1	Live Case studies / Links / Reading material on the experience Certifications like ISO etc Intent	Clarity on the same is required	* Live Case studies / Links / Reading material on the experience.
4	RFP - Pg. 8	2.1	To provide comprehensive and regular Training inputs to all the Off-Roll team members, we wish to Empanel Training Vendor(s) who would provide - -Product Process & Systems Training -Behavioral / Skill Training -Selling Skill Training -Mandatory / Need based / Any other Training Year on Year Volume Projections (Tentative)	Please share details about the following training programs along with the duration for each training program	Standard
5	RFP - Pg. 9	2.2	The Empanelment and Selection of Training Vendor to provide training to BFSL CREs & Off-Roll Teams should be in English. However, it should have the capability to support certain communication templates in Hindi language.	What are the minimum numbers to be taken into consideration while preparing the financial bid?	As indicated in the projections
6	RFP - Pg. 9	2.2	What will be the languages in which the training will be imparted?	Mix of English & Regional Language	
7	RFP - Pg. 10	2	Training Mode / Learning Model specific	What is the bifurcation between classroom-based & online sessions?	As per the Training Strategy / plan proposed by Vendor
8	RFP - Pg. 10	3	Training Assessment Specifics	Kirkpatrick level 3 is about behavior change. How does BFSL expect the partner to measure this?	BFSL has the set process to measure training effectiveness
9	RFP - Pg. 10	3	Training Assessment Specifics	"Need to drive retention by engaging with the trainees"- please explain BFSL's point of view on this.	Training needs to impact Retention among the participants
10	RFP - Pg. 10	4	Training content	The training content will be in English only. Please confirm.	Training Content in English
11	RFP - Pg. 11	6	Participant Logistics Specifics: Residential & Non-Residential Programs	Please share the bifurcation of the residential and non-residential programs city-wise.	As per the Training Strategy and this is to be dynamically arranged on demand basis .
12	RFP - Pg. 11	6	Participant Logistics Specifics: Residential & Non-Residential Programs	Minimum of 15 participants is to be confirmed for batch size. Is the partner supposed to confirm the no. of participants or is this BFSL responsibility?	Minimum confirmed batch size for billing is 15 participants
13	RFP - Pg. 11	4	Service levels	Productivity of the trained audience cannot be linked to only the training program. There are a lot of other factors in play. Please clarify.	Standard process to be followed
14	ANNEXURE 1 – ELIGIBILITY CRITERIA	B4	Bidder should be an ISO Certified Training company	When we are measuring quality on Kirk Patrick Level, How come ISO Certification is critical	Standard process to be followed
15	ANNEXURE 1 – ELIGIBILITY CRITERIA	B9	The Bidder should have an annual financial turnover of INR 5 cr. or above in each of the last three financial years from operations in India	In Covid the Training Companies revenue has impacted greatly.	Standard process to be followed