

Query Submitted by	EOI Page No.	EOI Rule No.	Rule Details	Query / Suggestion / Clarification	Response
Acharya technology Pvt. Ltd.	11		pre qualification criteria	what is the criteria for shortlisting?	Pre-Qualification criteria mentioned in EOI document
Ambe Learning Pvt Ltd	11	2.1.1	Bidders Profile NSDC-TP, RSLDC- PIA	The should be experience and technology capability criteria else why not our ITGK	No Change. Refer revised EOI document
Ambe Learning Pvt Ltd	21	3.19.b	The amount of performance security shall be 5% of estimated revenue (to be calculated on the basis of number of centres/districts allotted to the Service Provider).	Please Clarify how it is going to be calculated with an example.	Refer revised EOI document
Ambe Learning Pvt Ltd	21	3.20.b	The empanelled bidder shall sign the procurement contract within 15 days from the date on which the letter of acceptance or letter of intent is despatched to the successful bidder.	LOI is mentioned in both the clauses. Please clarify the stages of the process, and timeline.	Refer revised EOI document
Ambe Learning Pvt Ltd	24	3.25.e	The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of procuring entity.	Please clarify what level of delegation and revenue sharing is allowed. Employing Staff, appointing franchisees or Business partners on revenue sharing is allowed or not.	Refer revised EOI document
Ambe Learning Pvt Ltd	31	5.B.b	b) SERVICE PROVIDER shall have to execute an agreement with RKCL within 30 days of issuance of LOI and deposit security amount.	LOI is mentioned in both the clauses. Please clarify the stages of the process, and timeline.	Refer revised EOI document
Ambe Learning Pvt Ltd	32	5.C.c	The manpower appointed by the Agency should report to the Officials concerned as authorized by RKCL about their attendance, leave and report other matters connected with the work.	Please clarify, what and how the reporting to the RKCL official is to be done. Suggestion- The day to day routine staff matters, attendance, leave and other issues should be left to the Service Provider .	No Change. Refer revised EOI document
Ambe Learning Pvt Ltd	33	5.C.c	The manpower shall not be changed/ transferred without the knowledge of RKCL except in circumstances beyond the control of the Agency. The replacements should be provided immediately in case of any change or transfer.	Please clarify, what and how the reporting to the RKCL official is to be done. Suggestion- The day to day routine staff matters, attendance, leave and other issues should be left to the Service Provider .	No Change. Refer revised EOI document
Ambe Learning Pvt Ltd	33	5.D	Timeline and deliverables	Most of the deliverables are not under control of the service provider, payment should not be linked to such deliverables.	No Change. Refer revised EOI document
Ambe Learning Pvt Ltd	33	5.D	Deliverables no 16,19,29	Is not possible by manual System. System should be provided by RKCL.	Online reporting mechanism shall be provided by RKCL
Ambe Learning Pvt Ltd	33	5.D	Deliverables no 18,20,21,25,26,27,33,34	Are based on the LMS, which is under full control of RKCL.	Online reporting mechanism shall be provided by RKCL
Ambe Learning Pvt Ltd	43	8	Field Visits & Inspection - At least one visit to each ITGK for every batch	Most of the time three batches run concurrently, 2-3 visits in a year will cover most of the Batches.	Refer revised EOI document
Ambe Learning Pvt Ltd	43	8	Logistics Support- Timely delivery of Study Material, Certificates etc. at ITGK doorsteps	The supply of material from RKCL need to be streamlined so it can be distributed in one shipment to ITGK doorstep in a month.	Refer revised EOI document
Ambe Learning Pvt Ltd	43	8	Number of Admissions - ITGK must ensure min 50 admission in a year (with minimum 25% in each quarter)	With lot of seasonal variation in admissions minimum admissions per quarter should be reduced to five with annual minimum fifty.	Refer revised EOI document
Ambe Learning Pvt Ltd	44	8	RS-CIT result At least 60% of the learners enrolled at an ITGK must pass the course. And At least 25% of them must score 75% or above in RS-CIT	Results and marks are not the correct measure of delivery at ITGK. Wild variation was there in the overall pass percentage and marks obtained in the results of many previous batches. Suggest to remove or replace this SLA.	Refer revised EOI document
Ambe Learning Pvt Ltd	45	9.a	After signing of agreement, Payments will be made to the Service Provider on batch* basis subject to the submission of deliverables mentioned at Para 5-D along-with copy of original invoice.	The timeline for payment given is entitlement for payment, actual payment is subject to deliverables. When SLA's are there payment should be made without any delay after submission of bill.	Refer revised EOI document
Ambe Learning Pvt Ltd	45	9	Payment	The document is silent about Service Provider's remuneration in NCR and Renewal.	Payments that will be made by RKCL are mentioned in Payment Terms

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Ample Academy & Solutions	11	2/1/2	Existing Training Partners empanelled with NSDC (National Skill Development Corporation) for IT & ITeS sector Or Existing Program Implementing Agencies empanelled with RSLDC (Rajasthan State Livelihood and Development Corporation) for IT & ITeS sector Or Existing Program Support Agency of RKCL Or Existing District Lead Center of RKCL Or Existing Local Service Providers empanelled with RSL for eMitra project having experience in the field of IT Education & Training Or An agency having at least 3 years (as on 31st March 2015) of proven experience in providing IT training and education with having least 25 ICT based learning centers (yearly average of last 3 financial years) for delivery of IT Education and Training. The Service Provider should have trained not less than total 5000 learners on an average basis in last three financial years (2012-13, 2013-14 & 2014-2015) in IT Education & Training sector.	As RFP is allowing NSDC/RSLDC partner as eligible partner for the bid without any additional qualifications, RKCL ITGK should also be allowed to apply for service partner. In present bid format any RSLDC/NSDC partner who has been approved as partner by these organisation to run the course at his one center and done one or two batches of 20 students will also become eligible. If he is allowed to participate, why a RKCL ITGK who has been running RKCL center for 5 to 8 years and trained 2000 to 5000 students should not be allowed to apply for service provider. What ever additional conditions like number of centers and number of learners in last three years are imposed on RKCL ITGK to apply for service provider should be applicable on NSDC/RSLDC or RSL partner.	No Change. Refer revised EOI document
Ample Academy & Solutions	28	4/b & 4d	Proactively calling learners (random selection covering each and every ITGK) during learner life cycle stages to ensure quality learning (Apart from recorded voice messages to the learners, 1-2 feedback calls should ideally be made to each learner during his/her course duration) Deliverable: Information of Call center to be updated on RKCL portal (number/timing) and Call recordings to be saved and weekly summary to be submitted to RKCL	If each and every learner is called 2-3 times during the batch and call recordings are made for these, volume will be too high to handle and utility of same at RKCL end is also not understood. This clause need to be changed from practical angle.	Refer revised EOI document
Ample Academy & Solutions	28	6/e	Ensure to maintain manual attendance register as well as logging learner attendance at ITGK through Biometric machines provided by RKCL. Minimum 15 unique attendances should be logged through biometric machine for each learner and 75% attendance in total is mandatory as per physical attendance register. Learners with less than 15 days attendance as per Biometric records will not be eligible for appearing in RS-CIT final examination	Biometric Machines given by RKCL is of substandard quality and lot of time it does not take finger prints of many students. What to do in such cases.	Refer revised EOI document
Ample Academy & Solutions	28	7/c	Make at least one visit to each ITGK for every batch in the year or as instructed by RKCL and submit report within 15 days of visit	Making visit to ITGK for each batch is too much because it will cost lot of money and will not be of much use. In 2014-15 total learners are 255112 and no of ITGKs are 2745 as per the sheet given in RFP. This makes 91 admissions in the year. Total service provider share would be $91 \times 85 = 7735$ per ITGK. Visiting every ITGK for every batch and government batch means 12 to 13 visits a year. Even if we take an expense of 800/- per visit it makes an expenditure of $12 \times 800 = 9600$ which is more than the total revenue of the service provider. Purpose of these visits and finances involved should be calculated before deciding the number of visits. One or two visit is sufficient because interaction will happen with ITGK during training programs or RKCL programs.	Refer revised EOI document
Ample Academy & Solutions	29	5/f	Ensure at least 50 paid RS-CIT admissions in a year (with minimum 25% admissions in each quarter).	25% admission in each quarter is not practical as education business is seasonal and also in some quarters only one batch is allowed by RKCL where achieving 25% target is not possible.	Refer revised EOI document
Ample Academy & Solutions	29	8	Number of Admissions ITGK must ensure min 50 admission in a year (with minimum 25% in each quarter)	Condition of 50 admissions is ok but 25% admissions in each quarter is not possible.	Refer revised EOI document
Ample Academy & Solutions	30	8	Field Visits & Inspection At least one visit to each ITGK for every batch	These many visits are unnecessary and non viable.	Refer revised EOI document

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Ample Academy & Solutions	30	8	Learner management: - ITGK must ensure the following in order to avoid issues in Final examination and certification: <ul style="list-style-type: none"> • Correct Data Entry of learner details in Online application including proper and correct Photo Sign uploading <ul style="list-style-type: none"> • Timely Internal Assessment data uploading • Timely Biometric Attendance uploading 	Timely Internal Assessment data uploading can be followed but ITGK/learner should be given sufficient time to complete the same. Present condition of uploading internal marks in less than 1.5 months in many batches gives rise to unethical practices and is impractical.	No Change. Refer revised EOI document
Ample Academy & Solutions	31	8/a/vi	Pre-exam orientation & one-week exam preparation through ITGKs	ITGK is supposed to teach the student for three months and prepare him for the final exam. What is the purpose of this clause.	No Change. Refer revised EOI document
Ample Academy & Solutions	31	8/a/vii	Ensure timely download and distribution of examination Hall-Tickets by its ITGKs to all the Learners	ITGK is already doing this as his regular duty. Problem exist in the system that VMOU uploads the hall tickets very late at last moment which creates problems at the ITGK.	No Change. Refer revised EOI document
Ample Academy & Solutions	31	8/b/v	Ensure that at least 60% of the learners registered at concerned ITGKs in a batch pass the course and 25% score more than 75% marks in RS-CIT	ITGK duty is to teach the student regularly and properly and no body in the system can ensure 60% students pass or how many students score 75%. This clause will give rise to malpractice and same should be removed and no penalty should be levied to service provider or ITGK on this account. Overall pass percentage of students in Jan 2014 exam event was approx. 25%. One such repeat performance can make ITGK and service provider bankrupt.	Refer revised EOI document
Ample Academy & Solutions	31	8	RS-CIT result At least 60% of the learners enrolled at an ITGK must pass the course. And At least 25% of them must score 75% or above in RS-CIT	Penalty on this account on ITGK and service provider is wrong and this clause should be removed.	Refer revised EOI document
Ample Academy & Solutions	31	10	Settlement of Disputes: If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to by the Parties to the Managing Director, RKCL as the Sole Arbitrator of the dispute and whose decision shall be final.	In case of any dispute first person to be approached should no doubt be MD RKCL. However if Service Provider or ITGK is not satisfied he should have right to demand external arbitrator.	Refer revised EOI document
Ample Academy & Solutions	35	6/a	A. Allotment Process a) District and Center allotment process will be based on the capacity and experience of empanelled service providers. b) District preferences will also be sought from Service Providers after empanelment but final allotment shall be at discretion of the Procuring entity (RKCL)	ITGKs who are associated with present PSAs have been appointed and nurtured by them. They should be allowed to continue with existing PSAs or should be allowed to migrate between the existing PSAs only and that should also be as per choice of ITGK. New Service provider should be given an opportunity to open new ITGKs and learn the system slowly. Allotting current ITGKs to new service provider would be injustice to ITGK as well as PSAs who have nurtured them for years.	Refer revised EOI document
Ample Academy & Solutions	38	B	Roles and responsibilities of VMOU	1. VMOU asks for internal marks to be uploaded on RKCL SOLAR portal one month in advance. For example in January batch which started on 25th February, internal marks uploading was stopped by RKCL on 5th April i.e. less than 45 days of batch starting. ITGKs somehow managed to upload minimum marks of 12 asked by VMOU any how. Now student is studying till April end and if he scores additional marks say max 30 possible, these marks are not added to total marks. This is big injustice being done to students for years and no solution is provided by RKCL or VMOU. System should not hold every one to ransom in the name of technology. VMOU should make arrangement for the all the students at the exam center as per the admitted numbers and VMOU should take the internal marks scored by student till last day of the exam. 2. Exam should be held by VMOU batch wise as ITGKs business become non profitable when exams are held 5-6 months after the batch start date and students demand classes/computer till last day of exams. 3. VMOU responsibility should include declaring results within reasonable time and certificate should also be given in reasonable time. Financial penalty should also be applicable on VMOU for delay beyond a certain period.	No Change. Refer revised EOI document

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Ample Academy & Solutions	38	C	Roles and responsibility of RKCL	1. RKCL should look after the interest of existing ITGKs like a family head. As per RFP document, it gives an impression that new ITGK would be opened without any precriteria of distance or number of ITGKs in particular city or town. This will hurt interest of existing ITGKs because of increased competition. Neither existing nor new ITGK would be able to make profit thus creating condition for unhealthy competition. Please look into this aspect before opening new center. 2. Timelines for RKCL staff for various activities should be pre defined like number of days to be taken for final decision on address change, New ITGK approval, response to technical problems.	No Change. Refer revised EOI document
Ample Academy & Solutions	43	8	MIS Reporting to RKCL Reports should be made available to RKCL as per the timelines specified	Process should be made online where opportunity to be given to service provider to file online details. Also one suggestion is that this online portal should have grievance redressed mechanism for ITGK, Service Provider. Any complaint ITGK has with service provider or RKCL officials should be uploaded on this portal and they should be answered in fixed time.	Online reporting mechanism shall be provided by RKCL
Centre for Electronic Governance	11	Pre-Qualification		Request for empanelment as a Service Provider	No Change. Refer revised EOI document
Deep Training Institute Pvt. Ltd.	44	8	SLA RSCIT Result	60% passing in single attempt?	Refer revised EOI document
Deep Training Institute Pvt. Ltd.	45	9	Payment Schedule	NCR Payment	Payments that will be made by RKCL are mentioned in Payment Terms
Dev Infotech	29	6	3 माह के कौर्स में केवल 15 दिन उपस्थिति की अनिवार्यता एवं शेष ऑफ लाईन के संबंध में	श्रीमान उक्त बिड का उद्देश्य क्वालिटी प्रशिक्षण भी है यदि केवल 15 उपस्थिति ही अनिवार्य होगी तो लर्नर केवल 15 दिन आकर बाद में एक साथ ऑफलाईन उपस्थिति कर लेगे, अतः इसे बढ़ा कर कम से कम 30 दिन किया जावे जिससे वह केन्द्र पर आने हेतु बाध्य होगा व आएगा तो पढ़ाई भी करेगा जिससे ज्ञान केन्द्र पर भार कम होगा।	15 is minimum count, it will be increased gradually
Dev Infotech	31	10	Govt Schemes	श्रीमान यदि भविष्य अथवा वर्तमान में दी जानी वाली सभी govt schemes का भुगतान सीधे लर्नर को किया जावे एवं उससे पूर्व में ही फीस ले ली जावे एवं जी लर्नर उत्तीर्ण हो उनको पुनर्भरण के साथ प्रोत्साहन देवे एवं असफल को परीक्षा में एक अतिरिक्त प्रयास का मौका देवे। जिससे लर्नर उत्साह एवं रुचि से पढ़ेगा तथा ज्ञान केन्द्र भी जुमाने से बच जाएगा।	Will be reviewed at Competent level
Dev Infotech	43	8	SLA के संबंध में	माननीय ये आरकेसीएल हमारा परिवार है और परिवार पर सीधे दण्ड रखना न्योयोचित नहीं मेरा निवेदन है कि उक्त सभी SLA के लिए ज्ञान केन्द्र और SP को कम से कम 1 अथवा 2 बार RKCL से डेटाबेस सहित चेतावनी देनी चाहिए, एवं उसके उपरान्त ही दण्ड का प्रायोजन करना चाहिए।	No Change. Refer revised EOI document
Dev Infotech	65	5-A-1	New Center Registration	श्रीमान हम मानते हैं कि नेटवर्क के प्रसार एवं विस्तार से लाभ होना है किन्तु आप से निवेदन है कि जब एक सरकारी स्कुल अथवा कॉलेज भी लगाई जाती है तो उनके मध्य समुचित दुरी रखने का प्रावधान राज्य सरकार ने रखा हुआ है जिसमें क्वालिटी एवं क्वांटिटी एवं कॉन्ट्रोलर्स को नियंत्रित किया जा सके श्रीमान जिला स्तर पर हमारे पास कोई प्रतिनिधी/अधिकारी नहीं जो उक्त चीजों का सही सही एवं समय समय पर आकंलन कर सके यदि एक निर्धारित दुरी रखी जायेगी तो परिणाम बेहतर आएंगे एवं स्तर भी बना रहेगा साथ ही ज्ञान केन्द्र का सरवाईवल प्रतिशत भी बढ़ेगा एवं वो दबाव मुक्त तो व्यवसाय भी अधिक दे पाएगा अन्यथा वो छोटा मार्ग ढूढेगा।	No Change. Refer revised EOI document

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Edupro e-Solutions India Pvt. Ltd	11	2/1/2	Existing Training Partners empanelled with NSDC (National Skill Development Corporation) for IT & ITeS sector Or Existing Program Implementing Agencies empanelled with RSLDC (Rajasthan State Livelihood and Development Corporation) for IT & ITeS sector Or Existing Program Support Agency of RKCL Or Existing District Lead Center of RKCL Or Existing Local Service Providers empanelled with RISL for eMitra project having experience in the field of IT Education & Training Or An agency having at least 3 years (as on 31st March 2015) of proven experience in providing IT training and education with having least 25 ICT based learning centers (yearly average of last 3 financial years) for delivery of IT Education and Training. The Service Provider should have trained not less than total 5000 learners on an average basis in last three financial years (2012-13, 2013-14 & 2014-2015) in IT Education & Training sector.	For various applicants having empanelment with one or the other government agency, no details are mentioned as to what are the exact requirements such as number of centers/no of learners and years of experience. For these special category last condition in this clause i.e. having 25 ICT center and 5000 learners IN IT education should be made mandatory as their would be many training partners empaneled with NSDC, RSLDC or RISL who would be running the program at 1-2 of their own centers but without any experience in network handling, hence should not be allowed to become service provider.	No Change. Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	27	5/A/1/f	f) Provide logistics support to ITGK by delivering Authorization certificates, Biometric machine, Software licenses, Renewal kit or any other inventory as the case may be to ITGK doorsteps within timeline specified by RKCL after center creation.	Frequency of deliveries to be made is to be predefined say once in a month. Previous experience in this matter has been that one software CD is given to PSA to be supplied to ITGK and just after two days some more CDs are given and that also is only for part of total ITGKs. Efforts should be made by RKCL to hand over material for all ITGKs at once and all material to be supplied in the given month should be made in a single bundle. In case of some emergency or as an exception material supply can be made more than once in a month.	Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	27	5/A/3/b	b) Sensitize the citizens about various RKCL courses/programs and promote the same in urban/rural areas through state/district-level through local promotional campaigns.	Please elaborate on this responsibility. Primarily this is responsibility of ITGK. Service provider roll can be up to guiding and assisting the ITGK for the same.	Joint responsibility of ITGK and SP
Edupro e-Solutions India Pvt. Ltd	28	5/A/3/e	e) High-level coordination and self-presence at major joint marketing events to make them a grand success. At least one major marketing event should ideally be conducted at each district every quarter. Collaborate with other service providers at district level for joint marketing events.	Please elaborate on this responsibility and what is meant by major marketing event. If possible please provide some example.	No Change. Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	28	5/A/3/g	Regional Workshops conducted by RKCL: Make necessary arrangements for regional workshops planned by RKCL and ensure presence of ITGK's Teachers/Learning Facilitators, System Administrators, Counselors, and marketing personnel (as required by RKCL) at ITGK's cost at all training/orientation programs organized by RKCL.	Kindly clarify by what is meant by to make necessary arrangements for regional workshops planned by RKCL. Does it involve logistic arrangements. Please elaborate. Also in one district their could be number of service providers working , who would be making such arrangements and how this would be decided. For a meeting ITGK shall reach at the destination on their own but other arrangements like hiring of premises, food etc. shall also be required. Kinly clarify so as to who would bear the cost of these arrangements.	RKCL shall bear the cost of Regional Workshops conducted by RKCL. Logistics cost will not be borne by RKCL.
Edupro e-Solutions India Pvt. Ltd	28	4/a	Call Center Setup and Communication a) Setup a dedicated Call Center for ITGKs and learners (Minimum one call center executive on every 75 ITGKs)	Direction , technical knowhow and approximate budget of the required Call center Setup at each Service Provider need to be provided by RKCL as tender talks about sending voice messages to every learner apart from random calling to learner and 1-2 feedback calls to every learner recording the call and uploading the information on RKCL portal regarding number and timing means process cannot be done manually specially in batches with 15-20 thousand learners. A uniform call center software need to be provided to each service provider by RKCL to make it possible. Also rational behind calling each and every learner of every ITGK for every batch and making call recording of the conversation and submitting the same to RKCL need to be reexamined.	Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	28	4/b	Proactively calling learners (random selection covering each and every ITGK) during learner life cycle stages to ensure quality learning (Apart from recorded voice messages to the learners, 1-2 feedback calls should ideally be made to each learner during his/her course duration)	same as above	Refer revised EOI document

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Edupro e-Solutions India Pvt. Ltd	28	4/d	Deliverable: Information of Call center to be updated on RKCL portal (number/ timing) and Call recordings to be saved and weekly summary to be submitted to RKCL	Same as above	Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	29	5/f	Ensure at least 50 paid RS-CIT admissions in a year (with minimum 25% admissions in each quarter).	This clause seems impractical as in existing system with two layers working, in year 2014, more than 500 ITGKs were not renewed because they couldn't achieve target of 50 no's during the year 2014. In 2015 number of center not eligible for renewal dropped to less than 100. ITGK achieving target of 50 admission is based on lot of external factors and service provider cannot be held responsible for the same and hence penalty should not be levied for the same on service provider. Anyway ITGKs who fail to achieve 50 numbers in a year are any way closed and not allowed to renew which is a direct loss to the PSA. Any way if penalty need to be imposed, it should only be on selected service providers whose center closure percentage is much higher than the average center closure percentage of RKCL for that year. Second condition of 25% admission in each quarter is impractical as their are quarters where their are three batches and their are quarters where their is only one batch. This condition should be modified to say participation of ITGK in at least 4-6 batches so that any malpractice such as transferring of learner from one ITGK to other ITGK in last month to avoid the closure of the ITGK can be put to a stop	Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	29	6/e	Ensure to maintain manual attendance register as well as logging learner attendance at ITGK through Biometric machines provided by RKCL. Minimum 15 unique attendances should be logged through biometric machine for each learner and 75% attendance in total is mandatory as per physical attendance register. Learners with less than 15 days attendance as per Biometric records will not be eligible for appearing in RS-CIT final examination	75% Manual attendance and 15 days bio metric attendance itself is an invitation of malpractice, because it would force ITGK to get the manual attendance filled up in bulk to avoid action. In real situation many of the candidates who have done some other computer course joins RKCL course for certificate. They would come occasionally to ITGK to do the practical learning and internal exam. 15 days is sufficient time for them to complete this. Also there are batches in which RKCL conducts exam in two months time. How 75% attendance would be counted.	Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	30	7/c	Make at least one visit to each ITGK for every batch in the year or as instructed by RKCL and submit report within 15 days of visit	Making one visit to every ITGK for every batch is practically not feasible as RKCL runs 10-11 batches every year. Also it has been asked to make additional visit for every government scheme batches. In the time of technology interaction with ITGK happens regularly via telephone or webinars etc., purpose/utility/and financial viability of so frequent physical visit are not understandable and are not practical. Number of visit should be one visit every six months. Additionally if situation so demands such as exceptionally high numbers of admissions, information of improper working at particular ITGK, poor pass percentage etc. additional visits can be made.	Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	30	7/e	Take learner feedback (sample) of each and every ITGK telephonically as well as during visits, analyze the same and present to Learner and ITGK	Taking learner feed back of each and every batch at each ITGK by Service Provider is a far fetched and impractical idea and presenting the analysis of the same to learner is not understandable. What sort of analysis of learner feed back is to be presented to learner itself, please clarify. Ideally a feed back form should be made available on RKCL portal and during practical learning itself every month or after student had sat on the learning for particular hours, Online feedback form should pop up on the screen and student should be asked to fill the same compulsorily. If it is set to be filled up particular hours of learning for each learner, it will pop up on screen at different time for different student which will give student to fill up the same privately without any external influence and student will be giving frank opinion. This feed back can be processed online to rank a center based on the feed back score.	Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	30	7/f	To ensure software license compliance at ITGK location. RKCL shall provide software licenses required for RKCL's course offerings only and will have no responsibility of license compliance at ITGK location.	Software License compliance at ITGK for courses other than RKCL course is the responsibility of respective ITGK. As most of the ITGKs are associated with multiple channels or are offering different courses, Service Provider cannot be entrusted or made responsible to ensure software compliance. Better would be to put a clause in the ITGK's agreement that he would be responsible for software license compliance at his ITGK and nether RKCL nor Service Provider be held responsible for any non compliance in this regard.	No Change. Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	31	8/a/vi	Pre-exam orientation & one-week exam preparation through ITGKs	Service Provider role can only be advisory in this matter and this responsibility is of ITGK. Also almost every ITGK including the once who do not conduct regular course properly, take up exam orientation and last week preparation seriously. This clause is anyway redundant when ITGK and service provider are made responsible for center performance.	No Change. Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	31	8/a/vii	Ensure timely download and distribution of examination Hall-Tickets by its ITGKs to all the Learners	This is a routine responsibility of ITGK and is being fulfilled by every ITGK. Service provider role should only to act if any student complaint is received.	No Change. Refer revised EOI document

Query Submitted by	EOI Page No.	EOI Rule No.	Rule Details	Query / Suggestion / Clarification	Response
Edupro e-Solutions India Pvt. Ltd	31	8/b/v	Ensure that at least 60% of the learners registered at concerned ITGKs in a batch pass the course and 25% score more than 75% marks in RS-CIT	This is an unrealistic and impractical clause because how many students pass and how many student score more than certain percentage is depended on lots of external factors which are not in the hands of service provider and not even ITGK can ensure the same. If we see RKCL history, their have been time when RKCL students pass percentage has dropped to about 25% just because paper set by VMOU had irrelevant and out of syllabus questions. Also it is a very common practice that in a course of three months duration, many a time internal marks are sent to VMOU by RKCL within initial 1.5 months. Marks scored in internals by student after this are not even counted in the final marks. In some batches students gets less than two months time from batch start date and final exam are held. A responsibility lies with RKCL and VMOU to develop a system where student is given requisite time as per course duration to complete its course and internal marks scored by student till the last day of his batch should be included in final result. Instead of evaluating service provider role in isolation, each service provider role should be evaluated compared to the the overall performance of the complete network.	Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	35	6/a	A. Allotment Process a) District and Center allotment process will be based on the capacity and experience of empanelled service providers. b) District preferences will also be sought from Service Providers after empanelment but final allotment shall be at discretion of the Procuring entity (RKCL)	Basis of district allotment process should be pre defined to ensure transparency in the whole process. As present PSAs are already working across the state for last eight years, they should be given right to operate in the entire state if they fulfill the criteria mentioned in the tender. Existing ITGKs should be given the right to chose any of service provider from the existing PSAs who are allowed by RKCL to continue as service provider after the tendering process. NO discretionary power regarding allotment of district and ITGK should lie with anybody else.	Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	43	8	Training of ITGKs Service provider shall impart one full day induction training and two half day refresher training to each ITGK every year.	Please clarify if this training can be conducted by service provider in a group or is required to be conducted at individual ITGK. It should be allowed to be conducted at district/HO level for group of ITGK. Even some of these training should be allowed to be conducted using technology.	Trainings can be individual/group
Edupro e-Solutions India Pvt. Ltd	43	8	MIS Reporting to RKCL Reports should be made available to RKCL as per the timelines specified	A review of reports asked for in the tender is required after reevaluating the utility of the every report asked for and practicality of the frequency. In one part of the tender it has been asked that service provider would talk to every learner 1-2 times in each batch and submit the numbers, time and recording of the same to RKCL. With admissions already touching 8 to 10 lacs in previous years and with growing numbers of learners expected in future, practicality of collecting and use of such data need to be examined.	No Change. Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	43	8	Field Visits & Inspection At least one visit to each ITGK for every batch	One visit for each batch and separate visit for government funded batches is too much specially when technology can be used to connect and interact with ITGKs. Frequency should be reviewed and we suggest it to be reduced to two visits per year.	Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	43	8	Number of Admissions ITGK must ensure min 50 admission in a year (with minimum 25% in each quarter)	Quarterly target of 25% should be reviewed as there are quarters where only one batch is started. Conditions like participation in say 70 to 80 % of batches can be inserted in every iTGK's agreement. In service provider agreement conditions like fulfillment of batch participation by 80% of its ITGK in each batch can be included.	Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	43	8	Learner management: - ITGK must ensure the following in order to avoid issues in Final examination and certification: • Correct Data Entry of learner details in Online application including proper and correct Photo Sign uploading • Timely Internal Assessment data uploading • Timely Biometric Attendance uploading	Timely Internal Assessment data uploading can be followed but ITGK/learner should be given sufficient time to complete the same. Present condition of uploading internal marks in less than 1.5 months in many batches gives rise to unethical practices and is impractical.	No Change. Refer revised EOI document

Query Submitted by	EOI Page No.	EOI Rule No.	Rule Details	Query / Suggestion / Clarification	Response
Edupro e-Solutions India Pvt. Ltd	44	8	RS-CIT result At least 60% of the learners enrolled at an ITGK must pass the course. And At least 25% of them must score 75% or above in RS-CIT	This is an unrealistic and impractical clause because how many students pass and how many student score more than certain percentage is depended on lots of external factors which are not in the hands of service provider and not even ITGK can ensure the same. If we see RKCL history, their have been time when RKCL students pass percentage has dropped to about 25% just because paper set by VMOU had irrelevant and out of syllabus questions. Also it is a very common practice that in a course of three months duration, many a time internal marks are sent to VMOU by RKCL within initial 1.5 months. Marks scored in internals by student after this are not even counted in the final marks. In some batches students gets less than two months time from batch start date and final exam are held. A responsibility lies with RKCL and VMOU to develop a system where student is given requisite time as per course duration to complete its course and internal marks scored by student till the last day of his batch should be included in final result. Instead of evaluating service provider role in isolation, each service provider role should be evaluated compared to the the overall performance of the complete network.	Refer revised EOI document
Edupro e-Solutions India Pvt. Ltd	45	9	Payment	The RFP doesn't specify the share of Service provider in the other currently running courses such as RSCFA, kindly specify the same.	Share for other courses will be communicated separately
Edupro e-Solutions India Pvt. Ltd	45	9	Payment	The RFP doesn't specify the share of service provider in the renewal of the ITGK.	Payments that will be made by RKCL are mentioned in Payment Terms
Edupro e-Solutions India Pvt. Ltd	45	9	Payment	The RFP doesn't specify the share of service provider in the registration of new ITGK for RSCIT & RSCFA.	Payments that will be made by RKCL are mentioned in Payment Terms
Edupro e-Solutions India Pvt. Ltd	45	9	Payment	The RFP doesn't specify the charges for the change of Ownership of the ITGK and the share of service provider in the same	No such process is defined in this EOI
Edupro e-Solutions India Pvt. Ltd	48	10	Settlement of Disputes: If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to by the Parties to the Managing Director, RKCL as the Sole Arbitrator	To avoid clash of interest a second appeal right should be given to every stake holder. Second appeal could be to an independent arbitrator other than the RKCL official and arbitrator can be nominated by say Chairman RKCL.	Refer revised EOI document
ETH Limited	21	19	Performance security	How to estimate Performance Security in revised context? How to account existing deposit paid to RKCL	Refer revised EOI document
ETH Limited	27	5.A.1.f.	Provide Logistic support to ITGK	Kindly assure that SP will receive all the material to distribute among ITGK's once in a month	Refer revised EOI document
ETH Limited	29	5	Admission Management	Every quarter 'Non-Zero' admissions in ITGK or otherwise ITGK will be terminated / penalized during renewal.	Refer revised EOI document
ETH Limited	31	8.b.v	RS-CIT result	This criteria should not be accounted to ITGK and to SP. As curriculum design, exam paper design and examination does not come under ITGK and SP Roles and Responsibilities mentioned in tender document.	Refer revised EOI document
ETH Limited	33	10.D	Timelines and Deliverables	There are few activities which can be tracked on quarterly basis like ITGK Visit, Training of ITGK and Business Promotion and Marketing. We request to make this as quarterly	No change. As per EOI document (as per applicability during that month).
ETH Limited	33	10.D	Role & Responsibilities of SP	As PSA we were handling Centre Life Cycle, Student Life Cycle will be added to PSA role in case of SP	Yes, Joint responsibility of ITGK and SP
ETH Limited	35	6.A	Allotment Process	Allotment Process : Existing network of ITGK was established by PSA under RKCL guidelines, Agreements are signed with ITGK and same are approved by RKCL. Hence existing ITGK should be allowed to be retained with existing PSA. If PSA is not qualified as SP, his network will be open for allotment as per 6A. SP should be made eligible for allotment process only if he proves his network and reach in Rajasthan. This will give stability to existing network and will keep existing partners on toes to give better services.	Refer revised EOI document
ETH Limited	35	6.E	Migration of Existing ITGKs	Existing ITGK with PSA has renewed or Registered new just few months ago. They selected PSA against the set norms of RKCL at that time. As per new role as SP, they haven't seen any of PSA as this development is recent and after the NCR / Renewal process. As per the new expected role and responsibilities of SP, we request RKCL to give min 6 month for existing PSA to setup and serve as SP to their network of ITGK before opening up migration	Refer revised EOI document
ETH Limited	37	7	RR of RKCL and VMOU	Examination schedule and distribution of certificates to SP in scheduled time so that SP can distribute it further to its centre should be defined clearly as RR of RKCL. Liaoning with certifying body, in this case VMOU, is RKCL RR	No Change. Refer revised EOI document
ETH Limited	43	8	SLA	Field Visit, Logistic Support — Max penalty & Termination are not clearly defined. There is ambiguity in it	Refer revised EOI document
ETH Limited	43	8	SLA - ITGK&SP	Number of Admissions: As per given data, there are 9 districts with less than 50 avg and 4 district just between 51-55. Data of these 13 districts clearly shows that average number of students are not even to the tune of stated criteria.	Refer revised EOI document

Query Submitted by	EOI Page No.	EOI Rule No.	Rule Details	Query / Suggestion / Clarification	Response
ETH Limited	45	9.a	Payments	For Center Life Cycle and Learner Life Cycle 85 Rs base slab is too low considering only 40% payments within 30 days from batch start date Alternatively we would request for 60% within 30 days of batch start and remaining due within 30 days of batch close.	Refer revised EOI document
Everest Technical Education Pvt. Limited	11	2 (1)/2	Bidder's Profile (Technical Capability & Experience): An Agency having at least 3 Year (as on 31st March 2015)of proven experience in providing IT Training and having least 25 ICT based learning centers (Yearly average of last 3 financial Years) for delivery of IT Education and Training. The service provider should have not trained not less than total 5000 learners on an average basis in last three financial Year.	The mechanism for the verification of 25 ICT centers and 5000 Learners should also be explained in detail.	Appropriate measures will be taken to check authenticity of documents submitted by Service providers.
Everest Technical Education Pvt. Limited	25	4	Project Background	Business of last three year is mentioned here. But there is no projected business of future. If some projected Business would be there it will help us to plan our investment.	Plan is to cover maximum gram panchayats as per demand and viability
Everest Technical Education Pvt. Limited	36	6. "G"	ITGK and Service Provider Mapping	As on date ITGK is associated with DLC and PSA . But after Empanelment of "SP" these PSA and DLC would be new entity. In his case ITGK Should have choice of going either with it's old DLC or with Old PSA, If empanelled as a Service Provider else it may go to other "SP".	No Change. Refer revised EOI document
Fourth Dimension Solution Ltd.	11		pre qualification criteria	what is the criteria of shortlisting if it matches for 2 or more bidders.	Pre-Qualification criteria mentioned in EOI document
GAIT ICTL Education Society	11	2	Bidder profile (technical compibility & experience)	Please also allow a company to become a service provider if that is training provider with NDLM for Rajasthan State	No Change. Refer revised EOI document
Green Line System Pvt. Ltd.	11	2	Bidder profile (technical compibility & experience)	If training partners is only eligibility empanelled with RSLDC (IT & ITES) only other than IT & ITES course empanelled RSLDC partners are also eligible or not?	No Change. Refer revised EOI document
GURUKUL ONLINE LEARNING SOLUTIONS PRIVATE LIMITED	21	19	performance security	It should be decided first that whether it will be on basis of centers or districts.	Refer revised EOI document
GURUKUL ONLINE LEARNING SOLUTIONS PRIVATE LIMITED	27	5.A.1.f.	Provide Logistic support to ITGK	Kindly assure that SP will receive all the material to distribute among ITGK's at one point of time from RKCL side	Refer revised EOI document
GURUKUL ONLINE LEARNING SOLUTIONS PRIVATE LIMITED	28	3.e	High Level Marketing	Please clear the difference between 3.e and 3.d	These refer to participation of ITGK and SP in marketing events respectively. Also, minimum expectation is mentioned in Point 3d.
GURUKUL ONLINE LEARNING SOLUTIONS PRIVATE LIMITED	28	3.g	Regional workshops conducted by RKCL	Who will bear cost of regional workshop	RKCL shall bear the cost of Regional Workshops conducted by RKCL. Logistics cost will not be borne by RKCL.
GURUKUL ONLINE LEARNING SOLUTIONS PRIVATE LIMITED	28	4	Call Center Set Up & Communication	Kindly elaborate Call Centre setup on. Because this much calling and recordings cannot be possible with manual system. If it is mandatory then the system should be provided by RKCL itself	Refer revised EOI document
GURUKUL ONLINE LEARNING SOLUTIONS PRIVATE LIMITED	29	5	Admission Management	quarterly admissions are required on centre but admissions are dependent on market conditions it cannot be govern quarterly. If we want to keep some quarterly target it should be reduced to 15%.	Refer revised EOI document
GURUKUL ONLINE LEARNING SOLUTIONS PRIVATE LIMITED	29	6.a.ii	Learner Management	It is described that SP will resolve all technical issues related to RKCL's LMS. But there should be a time frame and response time decided for RKCL also because how can we manage RKCL software related problems like data uploading or cropping issues as these days also ITGK's are facing on My RKCL Portal	First level support is expected from Service Providers
GURUKUL ONLINE LEARNING SOLUTIONS PRIVATE LIMITED	30	7.f	Field visit and inspection	how we can ensure license compliance at ITGK location. We can take an undertaking from ITGK's for using only licensed software but if he uses software without license he is responsible for the same.	No Change. Refer revised EOI document
GURUKUL ONLINE LEARNING SOLUTIONS PRIVATE LIMITED	31	8.a.iv	Examination	Pre Examination orientation and distribution of hall tickets are learner related issues and itgk is responsible for that we can just motivate them for the same	No Change. Refer revised EOI document
GURUKUL ONLINE LEARNING SOLUTIONS PRIVATE LIMITED	31	8.b.v	Post Examination	To ensure passing percentage is not possible.	Refer revised EOI document
GURUKUL ONLINE LEARNING SOLUTIONS PRIVATE LIMITED	32	10.C.c	Man Power	Reporting of Manpower at service provider office to RKCL for their day to day operations is not possible. They can give reports to RKCL as required.	No Change. Refer revised EOI document
GURUKUL ONLINE LEARNING SOLUTIONS PRIVATE LIMITED	35	6.A	Allotment process	Kindly clear Allotment process on that how RKCL will distribute the existing network because old network is created and nurtured by existing PSA's only	Refer revised EOI document

Query Submitted by	EOI Page No.	EOI Rule No.	Rule Details	Query / Suggestion / Clarification	Response
GURUKUL ONLINE LEARNING SOLUTIONS PRIVATE LIMITED	35	6.E	Migration of Existing ITGK's	In migration process it is defined that ITGK can migrate at any time to new SP. But there should be a nominal fee and an appropriate reason for SP change so that nobody will be able to misuse the power. And it is also written that ITGK can opt new SP. In spite of this it should be included in guideline that new service providers will be able to opt the migration process only after achieving the certain target. Still if migration is required it should be open in existing PSA's only	Refer revised EOI document
GURUKUL ONLINE LEARNING SOLUTIONS PRIVATE LIMITED	45	9.a	PAYMENT TERMS AND SCHEDULE	For Center Life Cycle and Learner Life Cycle 85 Rs base slab is too low considering only 40% payments within 30 days from batch start date. Atleast 80% share should be released within 30 days from batch start date.	Refer revised EOI document
H.K.Hi-Tech	9	NIB	Empanelment of service Providers to create and manage RKCL's authorized ITGKs in the state of Rajasthan.	<p>1. Thanks to RKCL Management and Team for arranging Pre-Bidding meeting under leadership and guidance of our Hon'ble Chairmen.</p> <p>2. Thanks to Chairmen RKCL for his motivated speech wise thoughts and very good and clear vision for RKCL growth.</p> <p>3. Thanks for Terminating the contract with MKCL.</p> <p>4. Instead of Service Provider we may give name as Knowledge Provider or Knowledge Lead Centre or Knowledge Support Agency. By giving this name we may save Service Tax and Knowledge word is important and commen for all three Agencies that are RKCL, ITGK and Bidder. We all are giving Services to Learner to enhance the Knowledge.</p> <p>5. In present system RKCL has to handel only 39 Agencies (9 PSA + 30 DLC) to take care of ITGK and if RKCL change the present system the number of agencies will increase, number of Heads will increase, number of problem creators will increase, corruption will increase and quality of education will decrease.</p> <p>6. Our request is only that the system single layer may be implemented from January 2017 in mean time we may make good rules and regulation to success the new system.</p> <p>a. DLC's and ITGK's are having the agreement up to December 2016.</p> <p>b. RKCL will get sufficient time for making good rules and regulations to success the new system of single layer.</p> <p>c. I am confident that none of the DLC will not go in court of law and will not sit on Dharana or any other activity which effect the reputation of RKCL</p> <p>7. All the changes are taking place at a time like implmentaion of MYRKCL software and change of service providers etc. It is good step by RKCL that RKCL has made his own software and problem will be shorted out if any but at same time termination of PSA and DLC is not good step. This step would have been taken after one year if necessary.</p>	No Change. As per EOI document.
H.K.Hi-Tech	28	5.4(d)	Deliverable: Information of call centre to be updated on RKCL portal (number / timing) and call recordings to be saved and weekly summary to be submitted to RKCL.	The weekly summary is to be submitted to RKCL will be in the form of hard copy or soft copy.	RKCL shall make provision for submitting soft copies online
H.K.Hi-Tech	31	5.B(a)	The duration of the Contract will be four years from the date of signing of the Contract. Initially the work order will be issued for a period of 1 year wich after review will be renewed each year accordingly. SERVIC PROVIDER shall sign a co-terminus contract with ITGK owners as specified by RKCL.	The agreement will be four years what will be the yearly increment to service providers. Is RKCL will take care of price index please clarify.	No Change. Refer revised EOI document
H.K.Hi-Tech	35	6.E(a)	No additional registration fees shall be charged by the Service Provider, if ITGK migrates under the same existing service provider but at per new arrangement of this EOI.	<p>1. Who is the existing service provider?</p> <p>2. Only 1st time all the ITGKs are free to select any selected Bider after wards it should be restricted.</p> <p>3. RKCL should not have any ITGK direct under him like BNRGSK, Setelite Centre etc.</p>	Refer revised EOI document
H.K.Hi-Tech	36	6.G(a)	Any of the ITGKs may submit online request for Service Provider change at any point of time (or as communicated by RKCL) to RKCL mentioning reason for the same.	<p>1. Change of Service Provider may be restricted. Only on genuineness and reasonable ground & proof should be there for change of Service Provider by ITGK.</p> <p>2. Reasonable fee is to be paid by ITGK to RKCL for change of service provider.</p> <p>3. Any kind of offers to ITGK by service provider for change of service Provider and any other such act is to be taken very seriously by RKCL.</p> <p>4. Penalty should be there for Service Provider and ITGK for involving in such activities.</p> <p>5. Service Provider and ITGK should follow business ethics.</p>	No Change. Refer revised EOI document
H.K.Hi-Tech	39	7.C.2(a)	Ensure persence of ITGK Teachers/Learning Facilitators, System Administrations, Counsellors, and marketing personnel at all training/ orientaion programs organized by RKCL / Service Provider at their own cost.	As per past record and experience 40% ITGK's are not attending the meetings, trainings. Please suggests for the same and ITGK's are not having the staff member as per this clause.	Refer revised EOI document

Query Submitted by	EOI Page No.	EOI Rule No.	Rule Details	Query / Suggestion / Clarification	Response
H.K.Hi-Tech	41	7.C.8(b)	The ITGK would verify veracity of these certificate / document for fulfilling the laid down eligibility criteria and preserve it for record and forward a copy of all the Documents in this regard to SP/RKCL or any authority as decided and communicated by RKCL.	No need of forwarding of documents to SP / RKCL. Only ITGK may keep the record of all these documents because ITGK uploading the documents online. Paperless working is always good.	No Change. Refer revised EOI document
H.K.Hi-Tech	43	8	SLA (Service Level Agreements) Penalty for Breach	Penalty should not be taken from Service Provider and ITGK for Poor performance. Otherwise correction will increase we all should work in a team and dictatorship working should not be there for growth of business. After three warnings RKCL may terminate the contract.	No Change. Refer revised EOI document
H.K.Hi-Tech	45	9(a)	Payment schedule- After signing of agreement, Payments will be made to the Service Provider on batch basis subject of the submission of deliverables mentioned at Para 5-D along-with copy of original invoice.	Service Provider Share Payment should be in one installment after 30 days.	Refer revised EOI document
H.K.Hi-Tech	45	9(e)	Share Pattern for RS-CIT course if mentioned below Service Providers will also be eligible and bound to provide services to RKCL's authorized ITGKs for other upcoming course offerings, product offerings and / or service offerings also, in the fields of eLearning, eGovernance and eEmpowerment and such other programs of RKCL from time to time. For all such other offerings, SERVICE PROVIDERS will be paid as per the rates/ remuneration decided by RKCL	1. Range should be 120-130-150 for quality services and yearly increment may be specified depending upon the bussiness and price index. ITGK Share per learner may be Rs.2000/- 2. Now number of service providers may be there in a District. Please specify who will look after the work of RKCL at District Level to coordinate with local administration and mention the payment for same 3. The income to agencies will decrease in turn quality of services will decrease etc.	Refer revised EOI document
JSM Computer Studies	11	2	Bidders profile (technical capbility experience)	Financial year include 2015-16	Refer revised EOI document
JSM Computer Studies	11	2	Bidders profile (technical capbility experience)	ICT based learning center qty 10-15	No Change. Refer revised EOI document
Kamtech Associates Pvt. Ltd.	9	EMD	Amount Rs. 50,000/- with mode of payment Bankers cheque or demand draft payable in favour of RKCL	Do the registered SSI units having valid NSIC certificate for exemption of EMD, are exempted from submitting EMD	As per RTP Act & Rules
Kamtech Associates Pvt. Ltd.	11	1	Legal Entity	A proprietorship firm registered under the Rajasthan Shops and Commercial establishment Act 1958. It is suggested that proprietorship firm usually are related to shops and trading only equaling them with other legal entity for such major assignment would not desirable. In fact even in startup portal of Government of India, proprietorship firm are not allowed to register as there is no legal authority governing registration of proprietorship firms.	No Change. Refer revised EOI document
Kamtech Associates Pvt. Ltd.	21	B	The amount of performance security, in case of SSI industry it shall be @1% of the amount of estimated revenue	Is EM2 or NSIC registration will be required as proof of SSI industry/ enterprise	As per RTP Act & Rules
Kamtech Associates Pvt. Ltd.	35	Allotment Process (a) & (b)	District and Center allotment will be based on the capacity and experience of empaneled service provider. The final allotment shall be at discretion of procuring authority RKCL	Since after enplanement all the service providers will be on same status, so how the capacity and experience will be further assessed? Will there be another invitation for RFP for assessing the capacity and experience and what will be criterion of such assessment process. The process of selection should not leave any discretionary mode and should be a transparent system.	No Change. Refer revised EOI document
Kamtech Associates Pvt. Ltd.	35	E.	No additional registration fees shall be charged by the service provider, if ITGK migrates under the same existing service provider but at per new arrangement of this EOI	Who are the existing service providers as per this definition? Does this mean PSA, what will be the process of ITGK migration under the existing service provider. Presently each ITGK is having an agreement with his PSA upto December 2016. It means that till December 2016 the ITGK can continue with the existing PSA? Or as soon as the ITGK allotment process as finally described in page 35 come in force this agreement will become null and void and there will be another agreement between the service provider and ITGK as per the revised SLA?	Refer revised EOI document
Kamtech Associates Pvt. Ltd.	35	6A (a)	allotment process district and centre allotment process at discreption of RKCL	In Bidding discretion of procurement authority is vague. There should transparent allotment process definid at the EOT stage	No Change. Refer revised EOI document
Kamtech Associates Pvt. Ltd.	35	6E(a)	migration of existing ITGK'S	Existing ITGK's with PSA will be allowed to continued or not and till what period	Refer revised EOI document
Laxmi Infotech	11	2	Bidder profile	what criteria	Refer revised EOI document
MITCON CONSULTANCY & ENGINEERING SERVICES LTD	11	2	An agency having at least 3 years (as on 31 st March 2015) of proven experience in providing IT training and education with having least 25 ICT based learning centers (Yearly average of last 3 financial years) for delivery of IT Education and Training. The Service Provider should have trained not less than total 5000 learners on an average basis in last three financial years (2012-13, 2013-14 & 2014-2015) in IT Education & Training sector.	We are working as a Training Provider of MKCL/Channel Partner in Maharashtra since 2002. Since last 3 years we have 600 plus Authorised Training Centers spread across the 35 district of Maharashtra, through which MS-CIT (Basic IT literacy course) & Other IT Courses is imparted to learners. Please let us know whether we are eligible for applying as Service Provider for RKCL, as per the qualification in terms of technical capability & experience.	Refer revised EOI document. Eligibility confirmation can be given after checking documents submitted through bids.
NICT Technologies Pvt. Ltd	11		pre qualification criteria	what is the criteria for shortlisting?	Pre-Qualification criteria mentioned in EOI document

Query Submitted by	EOI Page No.	EOI Rule No.	Rule Details	Query / Suggestion / Clarification	Response
NIFA Infocom Services Pvt. Ltd.	43	8	SLA- Penalty clauses	The penalty clauses are highly subjective and at later stages, it can become dictatorial in hands of some officials. Also, there is a fear of these clause increasing high handedness and unfair means.	No Change. Refer revised EOI document
NIFA Infocom Services Pvt. Ltd.	45	9	Payment terms & Schedule	There is no specification about of PSA'S to be appointed or minimum no. of student intake. How will the business become viable?	Plan is to cover maximum gram panchayats as per demand and viability.
NIFA Infocom Services Pvt. Ltd.	45			No mention of any skill development activity in the channel.	IT Literacy courses (RS-CIT, RS-CFA and others) will be run through ITGKs
NIFA Infocom Services Pvt. Ltd.	65		Application fees	Why no share is being extended to PSA from the amount realised by RKCL from every ITGK as application money?	Payments that will be made by RKCL are mentioned in Payment Terms
NIFA Infocom Services Pvt. Ltd.			(With Govt. validation for Govt. jobs.)	With DOEACC offering a certificate course in just Rs. 450/- per student , how would a course in Rs. 2850/- per student will sell at ITGKs ?	450 is Examination fee only and Rs. 2850 is RS-CIT's full course fees.
NIFA Infocom Services Pvt. Ltd.				No binding on ITGKs to switch from one PSA to another may lead to horse trading.	No Change. Refer revised EOI document
NIFA Infocom Services Pvt. Ltd.			General	What no. of ITGKs are targetted to be set up every year in next three years in Rajasthan by RKCL management ??	Plan is to cover maximum gram panchayats as per demand and viability.
NIIT Yuva Jyoti Ltd.	20	19	Performance guarantee	5% PG is for 4 yrs. Revenue?	Yes
NIIT Yuva Jyoti Ltd.	25		Project background	Are there other state project in pipeline for increase of revenue	Will be intimated (if any) to empanelled bidders
NIIT Yuva Jyoti Ltd.	35		migration of ITGK	Not clear?	Refer revised EOI document
Parth Knowledge Network Pvt. Ltd.	27	5.A.1.F	Provide logistics support to ITGK by delivering Authorization certificates, Biometric machine, Software licenses, Renewal kit or any other inventory as the case may be to ITGK doorsteps within timeline specified by RKCL after centre creation.	RKCL should have to provide material monthly at single point of time, it should not be happen frequently but in immanency it can be managed.	Refer revised EOI document
Parth Knowledge Network Pvt. Ltd.	28	5.A.3.G	Regional Workshops conducted by RKCL: Make necessary arrangements for regional workshops planned by RKCL and ensure presence of ITGK's Teachers/Learning Facilitators, System Administrators, Counsellors, and marketing personnel (as required by RKCL) at ITGK's cost at all training/orientation programs organized by RKCL.	What type of necessary arrangement required by RKCL for regional work shop? Who will bear expenses of venue, food, Mic etc for regional work shop, kindly clear it.	RKCL shall bear the cost of Regional Workshops conducted by RKCL. Logistics cost will not be borne by RKCL.
Parth Knowledge Network Pvt. Ltd.	28	5.A.4.B	Proactively calling learners (random selection covering each and every ITGK) during learner life cycle stages to ensure quality learning (Apart from recorded voice messages to the learners, 1-2 feedback calls should ideally be made to each learner during his/her course duration)	1) How we will authenticate the learner on call? 2) RKCL should have to provide toll free no. for query booking. Learner can send their query with learner code & same should be flash in our login so that we can take needful action & close issue timely.	Refer revised EOI document
Parth Knowledge Network Pvt. Ltd.	29	5.A.5.F	Ensure at least 50 paid RS-CIT admissions in a year (with minimum 25% admissions in each quarter).	Admissions depend on different situation like market conditions, Place of ITGK where it situated, Market Activities Played by ITGKs, etc. so it can't governs quarterly or keep it at least 10% in each quarter.	Refer revised EOI document
Parth Knowledge Network Pvt. Ltd.	29	5.A.6.A.II	Resolve all technical issues related to learning management software and provide technical support to ITGKs with respect to RKCL products, courses and platforms within timeframe. Maximum response time should be 24 hours in any case.	Timeframe & response time of RKCL is also expected, so that we can response it within 24 hours	First level support is expected from Service Providers
Parth Knowledge Network Pvt. Ltd.	30	5.A.7.F	To ensure software license compliance at ITGK location. RKCL shall provide software licenses required for RKCL's course offerings only and will have no responsibility of license compliance at ITGK location.	RKCL should have to take software compliance for his respective courses only & other than RKCL courses ITGK will be responsible for same & we can take undertaking from ITGKs.	No Change. Refer revised EOI document
Parth Knowledge Network Pvt. Ltd.	31	5.A.8.A.VI & VII	vi. Pre-exam orientation & one-week exam preparation through ITGKs vii. Ensure timely download and distribution of examination Hall-Tickets by its ITGKs to all the Learners	ITGK should be responsible for learner based activities. We can motivate & guide them for same.	No Change. Refer revised EOI document
Parth Knowledge Network Pvt. Ltd.	31	5.A.8.B.V	Ensure that at least 60% of the learners registered at concerned ITGKs in a batch pass the course and 25% score more than 75% marks in RS-CIT	Keen desire interest is qualification for RS-CIT course so how we can ensure passing % of learners. Practically it is not possible.	Refer revised EOI document
Parth Knowledge Network Pvt. Ltd.	32	5.C.C	The manpower appointed by the Agency should report to the Officials concerned as authorized by RKCL about their attendance, leave and report other matters connected with the work.	We can ensure about services assigned to us & summary report can be shared but it's difficult share report to RKCL's officials for day today operation & HR issues	No Change. Refer revised EOI document
Parth Knowledge Network Pvt. Ltd.	33	5.D	TIMELINES & DELIVERABLES	Time line & deliverables should be activity based & can be submitted within 7 days of any activity. It cannot be bounded by 7th of every month.	It can be submitted earlier, dates mentioned are upper limits

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Parth Knowledge Network Pvt. Ltd.	35	6.A.	Allotment Process	Existing PSA have invested time & money in developing and nurturing the existing ITGK network since beginning of RKCL from last eight years so our network should remain with us or RKCL can give option to itgk to select SP from old PSAs only. Hence no need to allotment of districts for old PSAs.	No Change. Refer revised EOI document
Parth Knowledge Network Pvt. Ltd.	35	6.E	Migration of Existing ITGKs	Migration fees & NOC of existing S.P. with appropriate reason is required for migration of existing ITGKs otherwise network can miss use it & malpractice can be increased	Refer revised EOI document
SLV Infotech Private Limited	12	2(4) (1)	Requirement of Service Tax Registration	Service Tax Registration should not be made compulsory before its applicability as bid is only for Empanelment.	Refer revised EOI document
SLV Infotech Private Limited	12	2(5) (e & f)	Disqualification under mentioned clauses	please provide the details if any, of existing channel partner Firm / company / proprietorship / LLP / NGO / ITGKs/Indivisuails disqualifying under these clauses.	No Change. Refer revised EOI document
SLV Infotech Private Limited	13	4 (a & b)	To Reject any or all bids without assigning any reasons thereof	Under what circumstances /guidelines/rules/criteria this rule will suffice	Refer revised EOI document
SLV Infotech Private Limited	16	7	Alternative / Multiple Bid	Please clarify definition fo Alternative / Multiple Bids with set of examples	Refer RTTP Act & Rules
SLV Infotech Private Limited	28	4(a)	Call center setup	please clarify the basis of requirement of one executive on every 75 ITGK	Based on optimal support requirements for ITGKs and learners
SLV Infotech Private Limited	28	5 (C)	Intake capacity	Please inform the total intake capacity of entire RKCL and what is demand according to this EOI	Plan is to cover maximum gram panchayats as per demand and viability
SLV Infotech Private Limited	29	6 (a) (ii)	Resolve of technical Issues	What will be time frame if issue is pending at RKCL end	First level support is expected from Service Providers
SLV Infotech Private Limited	31	5 (8) (b) V	Assurance of Result by Service Provider	The 25% who has to score 75% marks will be out of 60% or 100% examinees, please clarify	Refer revised EOI document
Smart Choice Learning Pvt. Ltd.	45	9	Fees	Paid course/ unpaid course, fees?	RS-CIT is a paid course with a fee of Rs. 2850 per learner
Smart Choice Learning Pvt. Ltd.	45	9	Courses	only RSCIT or any other courses would be run?	Details of other courses will be provided to empanelled bidders
Smart Choice Learning Pvt. Ltd.			Target	Target beneficiaries to be trained	Plan is to cover maximum gram panchayats as per demand and viability.
SoftTech Computers	40	39-5 learning	non compliance of learning quality standards manipulating with TF softwares	Issue smoothly conduct course	Query incomplete
SoftTech Computers	43	Learner management		Good, Penalty	Query incomplete
SRIVAS FOUNDATION	26	4	At present to serve these 2700+ ITGK there are two layers i.e. District Lead Centres (DLC's) and Programme Support Agencies (PSA). DLCs and PSAs are Service Providers for our ITGKs (IT Gyan Kendras) spread all over Rajasthan. Now RKCL is planning to combine both the layers and appointing a single layer of SERVICE PROVIDERS across the State which will provide the services mentioned in this section		Query incomplete
SRIVAS FOUNDATION	26	4	Count shown below is just to indicate the quantum of work and amount of efforts required from the successful bidder. Actual learner count may witness seasonal/circumstantial variations as the situation may be.		Query incomplete
SRIVAS FOUNDATION	27	5-A-3	ITGK Target Planning & Promotional Activities (e) High-level coordination and self-presence at major joint marketing events to make them a grand success. At least one major marketing event should ideally be conducted at each district every quarter. Collaborate with other service providers at district level for joint marketing events.	Point (d) and (e) are overlapping and confusing. Co ordination with other SP is impractical	Refer revised EOI document
SRIVAS FOUNDATION	28	5-A-4	Call center setup and communication Point a,b,c & d	Call center setup required (a) Licensing from telecom authorities. Cost of software and technology required for it can not be affordable in this type and volume of business. (b)It is almost impossible to talk to each and every learner by SP in student training life cycle. Normally it is part of Cancellor's job at center level. (d)Usability of such huge data gathered should be re assessed.	Refer revised EOI document
SRIVAS FOUNDATION	29	f& g	Admission Management Point f&g	(f)RS-CIT admissions fluctuate and effected by external factors, majorly with the announcements of Govt. Vacancies. Secondly sometimes only one batch is opened from RKCL end. So to maintain quarterly target at 25% is not possible. (g)SP can only resolve issues related to operational part of the software. A TAT for RKCL technical team to resolve the issue shall be attached here.	f) Refer revised EOI document g) First level support is expected from Service providers

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SRIVAS FOUNDATION	29	6 (a)	Learning Management (a) i & ii	RKCL's response time for SP should be clearly defined here.	First level support is expected from Service Providers
SRIVAS FOUNDATION	29	7.(c),(f)	Field Visit & Inspection	(c)Not practical to visit each and every batch of every ITGK. (f)Maximum IT-GKs are running multiple courses of different entities .SP cannot ensure software license compliances	Refer revised EOI document
SRIVAS FOUNDATION	30	8.(b) v	Examination	Looking to the current VMOU number updation process in mid of training this can not be achieved. Similarly result is out come of so many external factors i.e. paper setting pattern, dates of examination, univ. marking etc.	Refer revised EOI document
SRIVAS FOUNDATION	33	C	Infra & Manpower Manpower C point no 8&9	How can manpower of SP report to the RKCL officials on day to basis when they are direct employes of the SP?	No Change. Refer revised EOI document
SRIVAS FOUNDATION	45	9	Payment terms & schedule(a) & (e)	(a)This Proposed payment is against industry norms it should be 80% & 20% respectively. (e) This billing formula per ITGK of billing is not practical and service provider will not able to justify the expected services.	Refer revised EOI document
Sunrise Institute of Information Technology	11	2	Bidder's Technical Capibility & experience	Existing DLC implemented criteria? Existing DLC will be implemented chances?	Refer revised EOI document. Query incomplete.
Sunrise Institute of Information Technology	27	1	NCR	How many centers RKCL want to create in next 4 years	Plan is to cover maximum gram panchayats as per demand and viability
Sunrise Institute of Information Technology	29	F	Ensure at least 50 admission	it is request to do it 75 to 100	Refer revised EOI document
Sunrise Institute of Information Technology	30	8 (a)	Photo sign check process	Is RKCL or VMOU provide that online software for check photo sign to SP	RKCL
Sunrise Institute of Information Technology	32	9 c (a)	office requirement	If SP allot to work in two or more district then he required office in each district or one office is sufficient	At least one dedicated office anywhere in Rajasthan.
Sunrise Institute of Information Technology	35	6 (a)	Allotment process	what will be allotment process to existing DLC	Refer revised EOI document
Sunrise Institute of Information Technology	65	NCR Eligibility	NCR Eligibility criteria	If existing ITGK don't have 10 PC than what will role of SP	Refer revised EOI document
Sunrise Institute of Information Technology	65	Server		Extenda's Ncomputing will allowed or not	Ncomputing will be allowed after getting prior special permission from RKCL
Top Career Computers	12	2. (1) 4	The bidder should have a registration number of 1. Service Tax	Please, give relaxation from registration number of Service Tax.	Refer revised EOI document
Top Career Computers	36	6. G. a) & b)	Any of the ITGKs may submit online request for Service Provider change at any point of time (or as communicated by RKCL) to RKCL mentioning reason for the same	If second party (either Service Provider or ITGK) don't want to change first party (either ITGK or Service Provider) then please, give some time (one month) to resolve their problems.	No Change. Refer revised EOI document
Top Career Computers	43	8	Field Visits & Inspection: Three instances of breach with max penalty of 2500/- may lead to termination of contract.	Please, add 'consecutive' word in it and make it - Three consecutive instances of breach with max penalty of 2500/- may lead to termination of contract.	No Change. Refer revised EOI document
Top Career Computers	43	8	Logistics Support: Three instances of breach may lead to termination of contract.	Please, add 'consecutive' word in it and make it - Three consecutive instances of breach may lead to termination of contract.	No Change. Refer revised EOI document
Top Career Computers	43	8	Number of Admissions: ITGK must ensure min 50 admission in a year (with minimum 25% in each quarter)	It is OK that- "ITGK must ensure min 50 admission in a year" But this is not good that - " with minimum 25% in each quarter " Because some quarters are in off season.	Refer revised EOI document
Top Career Computers	43	8	Number of Admissions: Rs. 2000 per ITGK per breach	Please, remove the penalty because this can not be depend on Service Provider. 50 admissions in a year is a sufficient condition. If IT-GK is not fulfil this condition, then please, terminate the IT-GK.	No Change. Refer revised EOI document
Top Career Computers	43	8	Learner Management: Rs. 2000 per ITGK per breach	Why this penalty pay the service provider. This work is only in hand of IT-GK. So, please, remove the penalty from the side of Service Provider.	No Change. Refer revised EOI document
Top Career Computers	44	8	RS-CIT Result: At least 60% of the learners enrolled at an ITGK must pass the course. And At least 25% of them must score 75% or above in RS-CIT	Sir, Good results can only be tried. The result is good only in the hands of students. So, please, change the condition only in- At least 33% of the learners enrolled at an ITGK must pass the course. Please, don't mansion - At least 25% of them must score 75% or above in RS-CIT	Refer revised EOI document
Top Career Computers	44	8	RS-CIT Result: Rs. 2000 per ITGK per breach	Please, remove the penalty. Because it is not good for network.	No Change. Refer revised EOI document
Vision Comptech Ltd.	43			Penalty clause for number of admission & learner management & result of RSCIT (ITGK)	Query incomplete
Vision Comptech Ltd.	45	9	Payment Schedule	What share of SP in affiliation fees to be received from ITGK	Payments that will be made by RKCL are mentioned in Payment Terms
Vision Comptech Ltd.	65			What is distance limit criteria to open ne ITGK, we are free to open ITGK where location in state	No distance criteria.Refer revised EOI document
Vision Comptech Ltd.			Target	Is there any minimum commitment of number of ITGK to be opened in a year	RKCL does not give any commitments. Targets will have to be provided by Bidder in allotment process.