# Response to Pre-bid queries for Engagement of Interactive Virtual Learning Content Development Agency for UIDAI Ecosystem

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| Tender Reference Number | A-33022/45/2018-UIDAI(Trg) | |

| S.No | Page Number and Section , Clause, sub clause | Existing Text | Request/Change suggested/query | UIDAI Response |
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| 1 | Section 6 - Page#60 Clause - 6.2 Detailed Scope of Work Sub Clause - 6.2.9. Conduct of Master Training Session | h) Location of the Master Training session can be any locations under the jurisdiction area of UIDAI Regional Offices at any Tier I, II and III cities.<br><br>i) The cost of One day Master Training Session to be submitted by Bidder should be all inclusive (i.e. boarding, lodging, travel, cost of Training, etc.). | UIDAI mentioned that Master Training Sessions can be at any locations across Tier I, II and III cities. The training cost includes travel , lodging and boarding cost of the trainer and this can vary from city to city.<br>1. The bidder would like to know the list the cities where the master training will be required ?<br>2. Who will be the target audience for this master training ?<br>3. Will training centre and set up be available at the designated location ? | 1. Refer the following link for classification of cities: https://www.finmin.nic.in/sites/default/files/21-07-2015_0.pdf. The Cities denoted as "X" may be treated as Tier-I, Cities denoted as "Y" may be treated as Tier -II and all the remaining cities may be treated as Tier -III.<br><br>2. The Target Audience will be Govt. Officials, Enrolment Staff or any other Stakeholders of UIDAI depending on the Topic/Subject of Training.<br><br>3. Yes, Training Centre facility will be arranged by the respective Dept./Enrolment Agency/Regional Office of UIDAI. |
| 2 | General Query | General Query | Could you please indicate the estimated number of concurrent users that should be supported by the Learning Management System ? | Approximately 200- 400 |
| 3 | Section 6 - Page#56 Clause - 6.2 Detailed Scope of Work Sub Clause - 6.2.5 Creation of Learning Management System | Integrations – LMS should keep UIDAI data in sync with an eLearning LMS that allows for third-party integrations with other platforms, such as your CRM, video conferencing tools, and so on. The integration shall not be real time. | What all systems will the new learning management system be required to integrate with as part of this project? | Offline Reports from CRM and other system will be shared and the same will be integrated to LMS. These reports may be utilized as an example during the use of LMS as and when required. |
| 4 | General Query | General Query | If existing UIDAI data has to be migrated to the new LMS. Then could you please let us know what kind of data(format) and what volume of data needs to be migrated (# of Enrollement Staff records, volume of existing content etc.) to the Learning Management System? | The updated Content has to be first converted into Virtual Learning Content and Mobile Nuggets and then placed on the LMS. The number of virtual learning hours/nuggets are mentioned in the RFP. |

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| 5 | Pg#34 - SECTION 4: Full Technical Proposal - Standard Forms Form-2: Details of the applicant's Operations and Business in India (Sr. No 2) | Revenue in INR in India – Related Scope of Work* | A star was mentioned against "Work" in the adjacent statement in Form2. Does this * refer to any specific note/clause as there was no mention in the form itself ? If yes, could you please provide the details and share the revised Form 2? | Typographic error . * (Star) May be ignored. |
| 6 | Pg#34 - SECTION 4: Full Technical Proposal - Standard Forms Form-2: Details of the applicant's Operations and Business in India (Sr. No 3) | Total company experience measured by years spent in e-learning, Instructor-Led-Training (ILT) and blended learning content development | In the RFP, Form 2 (Sr. No 3)asks about details regarding Years ….(ILT) AND Years …. (blended Learning). To help us respond to UIDAI requirements, could please provide clarity as to what does blended learning and ILT refer to here ? | Blended Learning means  is an approach to education that combines online educational materials and opportunities for interaction online.

ITL means Instructor Led Learning where the interaction is between Trainer and the participant in class room mode or face to face sessions. |
| 7 | Pg#36 - SECTION 4: Full Technical Proposal - Standard Forms FORM TECH-2 BIDDER'S Organization and Relevant Experience | Please provide citations of all the relevant completed (at least 1 year after contract signing) assignments of the bidder in providing similar solutions comparable to the Scope of Work, Magnitude of Assignment in terms of manpower engagement, Type of Assignment & Value of Assignment. | The bidder would like to know what does "at least 1 year after contract signing" refer to in context to relevant completed assignments ? | The contract signing date should be at least 1 years prior to applying for the RFP specifically before 1 Feb 2018. |
| 8 | Pg#37 - SECTION 4: Full Technical Proposal - Standard Forms FORM TECH-3 Description of Approach, Methodology, Work Plan and Project Schedule for Performing the Assignment | NOTE: Separate forms with Development Approach, Methodology Used, Quality parameters and Project Schedule/Timelines to be used for each items of Scope of Work. | Could please mention the items of scope of work you referred to in the RFP clause. This will help us prepare the required forms, with relevant sections/chapter, for these items as per UIDAI requirements for evaluation purpose ? | Refer each Item mentioned in Scope of Work namely S.No 6.2.2 To 6.2.9.  In addition to this, information related to S.No. 6.2.1 needs to be added in all the other section. |
| 9 | General Query | English and 12 Regional Languages | The RFP mentions that UIDAI is targeting content development in English and 12 regional languages. Also the  RFP mentions on Page#44 (FORM FIN-2 FINANCIAL Proposal Submission Form - Sr. No 7) that Details of Professional Staff in Other Regional Languages is required.

Could you please let us know for which all regional languages is the  content required ? | Hindi, Assamese,Bengali, Gujarati, Malayalam, Tamil, Kannada, Marathi, Punjabi, Odia, Telugu & Urdu |

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| 10 | Section 5 - Pg#46, BoQ.xls : Sr. No. 11 | Revision of Power Point Presentation | Could you please let us know if the scope of the project also include ILT? OR should we assume that the revision of PowerPoint presentation refers to updating the existing storyboards before development of mobile nuggets? | Refer Scope of Work 6.2.7.(e) for details |
| 11 | Section 6 - Pg#49, Clause 6.2 Detailed Scope of Work, Sub Clause 6.2.1. Training and Need Analysis for all the items mentioned in the consecutive paragraphs of Scope of Work | c) Conduct a gap analysis on specified tasks/competencies in order to ascertain learning needs if required. | Do the bidder need to conduct the gap analysis or will the client provide the analysis so that the bidder can create and/or update the learning nuggets, assessment questions, and activities based on the gap analysis report? | Yes, Bidder needs to conduct the Gap Analysis and provide a TNA Report whenever Work Order of any individual item mentioned in scope of work are issued to the Bidder. |
| 12 | Section 6 - Pg#50, Clause 6.2 Detailed Scope of Work, Sub Clause 6.2.2. Updation/Revision of existing Training and Testing Content - | b)The percentage of changes will be approximately 10-15% of the existing content. | The bidder assumes the role of the Instructional Designer and the Learning Analysts in this project is minimal and that UIDAI primarily requires the bidder to focus on development and digitization of the courses based on the existing content?<br><br>Primarily ID requirement is to update the storyboard content, wherever required and review the deliverables and the overall methodology. Kindly confirm if our understanding is correct ? | Bidder has to first update the Existing Content mentioned in Table- A # Pg. 50 . Subsequently,  convert the updated content in Virtual Learning Hours and Mobile Nuggets. The Role and Requirement of any particular type of resource depends on Bidders assumptions and understanding of Scope of Work. |
| 13 | Section 6 - Pg#50, Clause 6.2 Detailed Scope of Work, Sub Clause 6.2.2. Updation/Revision of existing Training and Testing Content - | e (v)) Simulation based Testing content (**Flash based questions**) | The bidder would like know that Flash components are not supported in new OS and mobile browsers. Therefore can the bidder create the testing content in HTML5 format OR is it mandatory to follow Flash-based format for questions ? | The existing Content (Simulation based Questions) is developed in Flash Format in 13 Languages. Bidder may update the same in HTML 5 Format during revision. |
| 14 | Section 6 - Pg#51, Clause 6.2 Detailed Scope of Work, Sub Clause 6.2.3- Virtual Learning Content Development | c) Vendor has to create **Bi-lingual Virtual Learning Content** wherever the content is available. | The bidder would like know that Flash components are not supported in new OS and mobile browsers. Therefore can the vendor create the testing content in HTML5 format OR is it mandatory to follow Flash-based format for questions ? | The existing Content (Simulation based Questions) is developed in Flash Format in 13 Languages. Bidder may update the same in HTML 5 Format during revision. |

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| 15 | Section 6 - Pg#52, Clause 6.2 Detailed Scope of Work, Sub Clause 6.2.3- Virtual Learning Content Development | n (v)) May include graphics, animations, roll-overs, clickable animated graphics/images/tabs, drag-and-drop quiz questions, matching quiz questions, audio & **video** | It is mentioned in the RFP that courses should follow Level – 2 animations, in such cases, a video content is what we consider as Level – 3. The bidder would like to have clarity on the types of videos are to be used in the project ? | As per our understanding the bidder only have to create and use animated video or publically available video based on the topic/subject which is Level -2 Interactivity. Hence, the Bidder has to provide the cost as per Level -2 Interactivity only. |
| 16 | Section 5 - Pg#42, FORM FIN-1 FINANCIAL Proposal Submission Form: Sr. No.2 | We also agree that the out of pocket expenses including travel, boarding, lodging and similar expenses involved during the contract period shall be borne by us and the Commercial Bid is inclusive of such expenses. | The bidder assumes that the travel, boarding and lodging expenses for UIDAI designated trainees/Enrolment Agency Staff undergoing master training will be bourne by UIDAI itself. Is our understanding correct ? | Yes, responsibility of UIDAI or its stakeholders boarding and lodging will be handled by UIDAI or its stakeholder. |
| 17 | Section 6 - Pg#52, Clause 6.2 Detailed Scope of Work, Sub Clause 6.2.3- Virtual Learning Content Development | n (vi))The vendor shall provide the script and voiceover whenever required by UIDAI. | The bidder would like to know for which all languages is the voiceover required? | English, Hindi, Assamese,Bengali, Gujarati, Malayalam, Tamil, Kannada, Marathi, Punjabi, Odia, Telugu & Urdu |
| 18 | Section 6 - Pg#56, Clause 6.2 Detailed Scope of Work, Sub Clause 6.2.6- Maintenance of Learning Management System | Maintenance of Learning Management System – | For LMS Maintenance and Support, would it be correct to assume that all end user support will be provided by UIDAI and that the bidder's team will resolve only escalated technical queries from the UIDAI ? | Yes. The Bidder have to provide the Application based support only to UIDAI. In case of any issue faced by end user, the same will be reported to the bidder through UIDAI. |
| 19 | Page no. 51 5.2.2.1 Yearly Updation/Revision of existing Training and Testing Content | b) The percentage of changes will be approximately 10-15% of the existing content. | The percentage of changes will be approximately 10-15% of the existing content: In case the percentage of changes increase beyond 15%, the CDA apply for a change request and submit commercials on pro-rata basis? | Yes, the unit price/item shall be used to calculate the additional cost if any. The Vendor has to include the percentage increase while submitting the the TNA report for this item. |
| 20 | Page no. 53 6.2.3.1 – Revision of Virtual Learning | b) The change will be approximately 15-20% of the original content. | The percentage of changes will be approximately 10-15% of the original content: In case the percentage of changes increase beyond 15%, the CDA apply for a change request and submit commercials on pro-rata basis? | Yes, the unit price/item shall be used to calculate the additional cost if any. The Vendor has to include the percentage increase while submitting the the TNA report for this item. |

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| 21 | Page no. 54 6.2.4.1 – Revision of Mobile Nuggets | b) The change will be approximately 15-20% of the original content. | The percentage of changes will be approximately 10-15% of the original content: In case the percentage of changes increase beyond 15%, the CDA apply for a change request and submit commercials on pro-rata basis? | Yes, the unit price/item shall be used to calculate the additional cost if any. The Vendor has to include the percentage increase while submitting the the TNA report for this item. |
| 22 | Page no. 56 6.2.6 Maintenance of Learning Management System | g) Vendor has to train the UIDAI Stakeholders on the usage and Hands on training on the functionality of LMS. | How many UIDAI stakeholders will need to be trained? This training of stakeholders will be a one-time activity? Request UIDAI to allow the use of their training institutes / centres for conducting the training program. | Approximately 50 to 100. This will be distributed in separate sessions for each stakeholders/department and will happen in New Delhi. UIDAI will provide the training facility to conduct these sessions |
| 23 | Page no. 57 6.2.7. Development and revision of Classroom Training and Testing Content | c) Vendor needs to update/revise any of the items mentioned below or similar content (quantity) whenever required by UIDAI during the entire contract period. The amount of revision will be approximately 15-20% of the original content. | The percentage of changes will be approximately 10-15% of the original content: In case the percentage of changes increase beyond 15%, the CDA apply for a change request and submit commercials on pro-rata basis? | Yes, the unit price/item shall be used to calculate the additional cost if any. The Vendor has to include the percentage increase while submitting the the TNA report for this item. |
| 24 | Page no. 59 6.2.8. Translation of Content in other Regional languages | a) Vendor is required to translate the fresh content created during the course of contract in other Regional Languages. | Language translation is required in which all languages? | Hindi, Assamese,Bengali, Gujarati, Malayalam, Tamil, Kannada, Marathi, Punjabi, Odia, Telugu & Urdu |
| 25 | Page no. 59 6.2.8.1 – Revision of Translated Content | c) The change will be approximately 15-20% of the original content. | The percentage of changes will be approximately 10-15% of the original content: In case the percentage of changes increase beyond 15%, the CDA apply for a change request and submit commercials on pro-rata basis? | Yes, the unit price/item shall be used to calculate the additional cost if any. The Vendor has to include the percentage increase while submitting the the TNA report for this item. |