

Clarification to the Queries on RFP for Training Simulator				
Sl.No.	Page No. and Clause	Details	Remarks/Change Request	Response
1	Page 28	<p>5.5 Outline of Training needs The UID enrollment process training is divided broadly into three modules. However the depth of content many vary from level to level mentioned at 5.4.2</p> <p>a. Application based (UID Client application software) b. Hardware based</p> <p>Apart from the three core modules, there is a requirement to include generic content on UID/UIDAI and technical training to handle trouble shooting, as shown in Fig: 1</p>	<p>Department is requested to provide (A). The total number Application modules on which the Training Simulator needs to be created (B). Duration of each of the training modules. This will affect the content designing aspect.</p>	<p>The simulator content will cover the three modules stated in the RFP. In effect this means three modules in Simulator content.</p> <p>The duration of the simulator content will vary as per the exercise.</p>

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2	Clause 5.6 Page 28	<p>5.6 Topics that should be covered in the Simulator (in the form of sessions and exercises)</p> <p>Note: The agency must also provide a quote for creating 50 additional questions for the advanced level. In the advance level exercises the input would be given through a video stream and the operator will have to perform enrolment as per it.</p>	<p>1. For Advanced Level Questions:</p> <p>i. What should be min. or max. duration of the training videos?</p> <p>ii. Animations will be 2D or 3D should be specified with specifications.</p> <p>iii. What should be minimum duration of animations in a stream of video?</p>	<p>i. The duration of the video stream should be based on the practicality of framing an exercise keeping in mind a user or test taker. In case of an exercise turning out to be not user friendly, changes should be possible based on feedback.</p> <p>ii. 2D animations or 3 D animation is an offer to be made by the bidder.</p> <p>iii. As stated in i above.</p>
3	Clause 5.7.2 Phase-1 Page 30	<p>1) Training Content</p> <p>2. Instructional design</p> <p>a) Use established and emerging practices of instructional design. b) Combine or use separate multimedia techniques, including audio, video, animations and graphics to create an engaging experience for the learner c) Selectively employ instructional design techniques to ensure learner interest and</p>	<p>We seek your clarifications whether videos are required for</p> <p>1. All the three training topics</p> <p>2. For all the brands of all types of hardware devices being used in the enrollment process i.e. all the makes of (A). Biometric Iris-scanning devices (B). Fingerprinting scanning devices.</p> <p>3. The apprxmt. duration of each of these videos;</p> <p>4. Availability of these</p>	<p>Yes, videos or animations may be suggested for all modules.</p> <p>Most of the hardware are standardized and have almost same user features. A standard device may be used.</p> <p>The duration of video in simulator will be based on the user friendliness and to attain the training</p>

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		a question bank for the training that maps to the specified learning or performance objectives. (An indicative list of the number of questions in each given in Section 5.6 and Annexure-2)		
5	Clause 5.7.2. Phase-IIB Page 31	The practice exercises and question bank would be Web-Based material, which will be SCORM 1.2 compliant and can be launched from any learning management system (LMS). Also, The practice exercises and question bank should be such that they can be delivered in and can be run from DVD.	We apprehend that our SCORM 1.2 compliant exercises and question banks should be capable enough to be launched from any LMS but we need your clarification w.r.t. the total uptime and max. allowable "Maintenance-window" duration (per-quarter) for the Training Simulator's annual uptime.	99.9 % of uptime would be required.
6	Clause 5.9.2 The responsibilities of UIDAI would include Page 33 & Clause 5.11 Page 34	7. Provide acceptance of the deliverables within the stipulated time schedules. & 5.11 Acceptance of Deliverables UIDAI shall accept the deliverables only if they confirm to the scope,	We request UIDAI to specify the time schedules of vetting the deliverables/outputs (by UIDAI's experts) - as produced by the vendor i.e. Turn-around Time (TAT) from UIDAI's side. This will impact the stringent timelines of delivery as stipulated in this RFP.	This would be determined subsequently. In case of delays arising out of response of either side it will be taken into account.

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		specifications laid down in this RFP and are of desired quality. Deliverables of the AGENCY will be considered to have been formally accepted only if UIDAI communicates so in writing. It will be the responsibility of the AGENCY to revise the deliverables with in one week of communication without extending the total duration of project, based on the feedback and comments given by UIDAI teams. All face-to-face consultation meetings shall take place UIDAI office in New Delhi.		
7	5.10 Project Milestones	Deliverables under Phase II-A, as per section 5.7.2 31-March-2012 Deliverables under Phase II-B, as per section 5.7.2 9-April-2012	REQUEST TO UIDAI: As per our past experience in executing similar Projects, 9 days each for Development of the Simulator as well as the Question Bank and Creation of Practice Sessions (exercises) for the Simulator is insufficient. We therefore request UIDAI to provide at least 14 days each for these deliverables under Phase II-A & Phase II-B.	No changes in the delivery schedules.
			Does the Training Simulator need to have text only in English or also in	This has been covered in Fin 1, wherein separate price has been

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			other Indian vernaculars (as the Operators belong to all parts of India).	sought for translation for one regional language.
	Page 34, Section 5.10 on Project Milestones		The timeframe for delivery being only one month, are you looking for an off-the shelf product?	The product even if off-the shelf has to be tailored to UIDAI's requirement.
	Page 28, Section 5.4 on Training requirements		What's is the qualification and basic educational level for operators and supervisors.	The minimum qualification is 10+2.
	Page 34, Section 5.10 on Project Milestones		The timeframe for conducting TNA i.e. Phase 1 is quite challenging (10 days approx), to complete this study lot of information will be required, will necessary support and data be provided to facilitate the same?	UIDAI will provide the necessary support.
	Page 30, Section 3.7 on Scope of Work		It has been mentioned that 'Implement translation and localization initiatives, when required". Will the costs be borne by the Agency of UIDAI?	Kindly refer to Fin 1. Localization of content is not expected to cost anything significant.
			What Are the exact data migration requirements from legacy systems to the designed simulator? What will be the approximate data volumes?	None.
			Are there any scanning /digitization requirements?	Question not clear.