

Clarification to the pre bid queries on ***RFP for Development and Revision of Training & Testing Content under UID Project***

- 21 Nov, 2013

S No	Page No. and Clause	Details	Remarks/Change Request	UIDAI's remarks/explanation
1	Page 40, Fin 3	Cost of expected additional Man months required for Year 2	In the list of resources, there is no provision for project management, should this cost be distributed over other headings or would UIDAI allow addition of a resource as Project Manager?	Yes there is no provision for the Project Manager. Some of the resources will have to double up as project manager if the bidder feels the need.
2	Page 48, Section 5.7.1 Point 6	2 programs each for 8 RO offices and HO of UIDAI (update, seeding and auth related)* in the first year of the contract after the training content is duly accepted by the UIDAI.	For these programs what will be the average number of participants at each RO? It is assumed that all training infrastructure will be provided by UIDAI. Please confirm. Do we need to provide hardcopy of training material to participants for these programs	This will be 30-50 per batch. Infra , hardcopy shall be the responsibility of the UIDAI
3	Page 52, Section 5.10	It will be the responsibility of the CDA to revise the deliverables within one week of communication without extending the total duration of project, based on the feedback and comments given by UIDAI teams.	Typically what is the expected review time UIDAI will take to advice CDA for revisions required In English Is UIDAI willing to do parallel reviews while the development is taking place. Will these stakeholder be part of UIDAI or outside UIDAI? Will UIDAI identify and facility the consultative process by identify and introducing stakeholder to CDA. Will these stakeholder be part of UIDAI or outside UIDAI? What will be the probable locations of these stake holders	While UIDAI will try to do reviews of the content as they are created, It should be the responsibility of the CDA to provide properly reviewed content so that the timelines could be met

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 - 21 Nov, 2013

4	Page 47 Section 5.7	The CDA would be required to study the objective and mandate of UIDAI, the envisaged enrolment process and conduct a comprehensive training need analysis (TNA) through a consultative process with required stakeholders.	Will UIDAI identify and facility the consultative process by identify and introducing stakeholder to CDA. Will these stakeholder be part of UIDAI or outside UIDAI? What will be the probable locations of these stake holders	The stakeholder would largely be from UIDAI as well as from outside. Possible locations are known not known however they would be 2-3 metros
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5	Page 48 Section 5.7.1 point 3&4	The scope is divided into six key activities	<p>Each type of training includes 5 modules or sections :</p> <ul style="list-style-type: none"> • Generic • Application • Hardware • Process • Soft skills <p>Do the number of Questions stated in section 5.7.1 point 3 & 4 pertain to each module/section or do they pertain to entire training type</p> <p>By this we understand that CDA shall design classroom training with a maximum of 3 days duration. The same may be re-used for training on selective topics to deliver re-fresher trainings that shall have duration of 1.5 days. CDA is also expected to develop refresher training. Please validate if our understanding is correct. If No Please elaborate</p>	The numbers of questions apply to each training type.
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6	Form Fin 2, Page 39	Cost of Services for the first year	<p>Cost for printing text based training contents and books are not included. We understand that the CDA is responsible only for design and development of the books and other training material.</p> <p>Providing printed copies in not under the scope of work for the CDA and UIDAI as a separate project shall get the required number of copies printed by some other agency. Please confirm if our understanding is correct.</p>	Yes
7	Section 5.5, Sub-section 5.5, Page 45	The training program would be of around 3 day duration; however the content provider is expected to develop 1 and ½ day versions of the training program also	By this we understand that CDA shall design classroom training with a maximum of 3 days duration. The same may be re-used for training on selective topics to deliver re-fresher trainings that shall have duration of 1.5 days. CDA is also expected to develop refresher training. Please validate if our understanding is correct. If No Please elaborate.	CDA will have to develop a training design of around 3 days and will conduct master trainer's training programme on the same. However, CDA will also have to prepare a 1.5 days training program also which shall use the same content as the 3 day content. This shall be used for refresher trainings.

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8	Section 5.6 Pg 46	<p>The training content developed is available on: http://uidai.gov.in/training.html. The content outlines given for different roles above are indicative and subject to change at a later stage</p>	<p>if these are changed at a later stage and impact on the quantum of work, we understand that the commercials shall also be revised based on mutual agreement between UIDAI and CDA.</p>	<p>For the commercials for developing content in the first year (i.e. update, auth and seeding operator roles) that would not change.</p> <p>The content development from second year onwards would be T&M basis.</p>
9	Section 5.5.4 Pg 46	None	<p>We understand that the content for enrolment training has already been created and the CDA is expected to revise the same. We request you to kindly confirm if all source files of such content are available and will be provided to CDA by UIDAI for the purpose.</p> <p>Also please elaborate on scope of work expected under this revision.</p> <p>viz. 1. Audio recording, text updates or both etc. OR 2. Is CDA expected to review and re-create all content that has undergone modification since it was created?</p>	<p>Yes, the content for enrolment training has already been developed and CDA will be expected to revise them. The text and simulation based content will be made available to CDA. However source files of simulation based content may not be made available to CDA. The agency should be able to use the files in the form they are available</p>

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10	Section 5.7.1, Point 6, Page 48	2 programs each for 8 RO offices and HO of UIDAI (update, seeding and auth related)* in the first year of the contract after the training content is duly accepted by the UIDAI	For conduct of these Master training programs. Please specify 1. Locations, 2. Batch Size 3. Expected duration of each of these trainings. 4. Availability of training infra - we understand that same will be provided by UIDAI. Please confirm. We understand that UIDAI shall provide for all boarding, lodging and food for the CDA team during the term of training at these locations. Please confirm	No. Boarding, lodging and food of CDA team needs to be included in the financial quote by the bidders. List of Regional Office locations are at http://uidai.gov.in/regional-offices.html Batch size will be around 40-50 and duration will as per the design developed under as per section 5.5. The training infra will be provided by the respective RO and UIDAI HO.
11	3.2.3 page 65	Prohibition of conflicting activities	Will somebody who is an empanelled training agency or testing and certification agency can participate in the bidding process	The UIDAI authorized testing and certification cannot participate. The empanelled training agencies can, however if the UIDAI empanelled training agency is awarded the contract it will have to surrender the empanelled agency status.
12	1.12 Eligibility Criteria	The applicant should have completed at least two(2) assignments in content development for training and/or testing with an order value of at least Rs 20,00,000(Rupees Twenty lakhs) each in the preceding three years.	We have multiyear engagements with our clients. Assignments are executed for them on an ongoing and need basis. The billing in a year exceeds 20, 00,000. However the Assignments being need based are executed over different purchase orders.	The applicant should have completed at least two(2) assignments in content development for training and/or testing with an order value of at least Rs 20,00,000(Rupees Twenty lakhs) each in the preceding three years. The bidder can provide multiple POs for a single client spread over a period of the 3 years, the total billing from one client should be equal to or more than 20,00,000.

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13			Request you to kindly confirm if RAW content for Seeding, Auth and Updation Training is available with UIDAI. The raw content will be shared with the shortlisted bidder who will then use Instructional Design and Pedagogy principals and frameworks for developing Training Content.	Relevant documents for seeding can be accessed at http://uidai.gov.in/images/commdoc/aadhaar_seeding_v_10_280312.pdf For FI & Auth : http://uidai.gov.in/training.html For Enrolment http://uidai.gov.in/training.html may be referred.
14			With reference to Question bank (simulation based), this will be delivered to end users online or by CD/DVD? Please confirm	In both DVD and online forms.