

Clarification to RFP on Developing Film based training content on Financial Inclusion and Authentication Related processes

S. No	Page No and Clause	Details	Remarks/Change Request	Clarification by UIDAI
1	Pg 23 of RFP, point # 5.1.1 # 5.1.2 Phase 1, sub-point 4 Film Outputs...	Film Outputs	Please clarify if a 30 mt film and training module needs to be made for each of the four listed audiences? This would mean 4 films and training modules to be developed which does not align with point	UIDAI wants just one film of 30 mins. The film should be made in such a manner that it addresses the training needs of all the stakeholders
2	Pg 27 Point # 5.4...	Acceptance of deliverables	Please specify a time frame within which, once a deliverable is submitted, UIDAI will respond in writing about its acceptance or the changes required	We will respond to the queries as soon as possible. Depending upon the changes required it may take up to 2 weeks to communicate changes.
3	Page 27,Point # 5.5	Terms of Payment	Please clarify the time taken for the release of payment once the deliverable is accepted	The payments shall be as per the payment schedule after the deliverables are accepted. The payments shall be released within 30 days after the date of receipt of invoice from the firm(after the deliverables are accepted)
4	Pg 13,Clause 1.11	Technical Evaluation Parameters	What does "experience" means? Do we have to submit the video or the work order that we received from the respective clients?	The work order or work completion certificate will be required. Videos not to be submitted with the bid.
5	Pg 13, Clause 1.11, point no 4,	Technical Evaluation Parameters	Kindly explain point 4 " <i>Past record in producing measurable results on key metrics as a result of the training intervention</i> "	It means whether the relevant experiences had a component to measure post training effectiveness. If not the project will not be scored on point no 4 of clause 1.11.
6	Pg20, Form Tech 8	Maintenance and support plan	Kindly Explain "Maintenance and Support plan".	This means how does the firm propose to service requests of enhancements. Also whether the bidder has any risk plan.