

Annexure 2 : Format of queries on RFP for AFPC

Responses to Queries on RFP for Aadhaar Field performance Coaching (AFPC)			
(Reference no: Bid No:)			
Sr. No	Subject/Section	Clarification Sought	Clarification
1	Section 1 ; Page 4 & point 2	Is there a minimum guarantee of man-days engagement of Field Coach by RO or engagement of trainers are just as per the requirement of RO. This is submitted as RFP estimates training of approx 10000 candidates in 35 states in next 12 months, whereby number of coaches expected for each state ranges from 3-6 in RFP . This is beside a requirement training lead / training manager. If we don't work on this the cost of bidding may go-up	<p>It is difficult to predict the actual No of man days per state/Region. The No of man days required can be derived from the estimated number of role holders to be coached. As Indicated in the Pre Bid meeting the estimated no of operator/supervisors may vary from 15% to 20% of the number of operator/supervisors deployed .The numbers may increase as more states/ registrars go live.These numbers are indicative.</p> <p>The stipulation of 3-6 Nos of coaches is assuming that not all of them would get certified as coaches (the certification will be done during the boot camp). Hence it would be a lesser no of coaches that would actually get deployed by the agency.</p>
2		Information About No. of Role Holders to be coached	Our experience is that approximately 15-20% of the deployed operators/supervisors would need such coaching.Currently over 30,000 role holders are deployed. The numbers are indicative.
3	Section 1 ; Page 24; Eligibility Criteria Point 5 c	Eligibility criteria that bidder should have operational facilities in atleast 20 states /UT and each of the training centres in the state /UT shall be operational for over 2 years. This criteria is a little stringent one. It should be ideally stated as operational facility in 10 states instead of 20 to ensure a national level company with no min number of years of operation of the training facility. Also in an any case PCs shall be operating from EA's locations instead of bidder location.	It has been amended. Kindly refer to the corrigendum published on our website under the tender section
4	Section 3 ; page 31 ; Form Tech 6; Point a -Team Composition	RFP gives relaxation that CVs of PCs can be given later; do we still need to specify name of PCs alongwith RFP response	No it is not required.

5		Can One Project lead /Manager be a project lead/supervisor for more that one state in RFP response	Yes . Kindly refer to the corrigendum
6		Can a bidders specify sample name /coordinates / CVs of Project lead or manager for a state instead of giving firm name while responding to RFP. As this is practically difficult for all 35 states	Kindly refer to the corrigendum
7	Section 2-Instruction to bidder; point 5.9; Availability of Professional staff/experts	What shall be the process for certification of trainers	It will be done through an assessment process including written test , teach backs etc.
8	Section 4- Statement of Work; point 4.7.2 (ii) - Customizing of training content	What shall be the actual scope of customization of the content. Does this involves translation of existing content. Will bidder be paid seperately for this job.	It will be expected that the bidder gets the field coaching content translated to the local language . There would be no separate payment for this
9	Section 4; Point 4.7.5	Responsibility of field coach requires carrying of laptop/PC projector & camera. How this is important for Field coaching as training is to be conducted majorily on-to one basis. Can this requirement be scrapped in the interest of project & complexity in travelling required by PCs.	During the evening huddle session, the coach will use laptop and projector . Most of the mobile phones these days come with built in camera.
10	Section 4 ; Point 4.8 page 53	Project milestones for pont 2 & 3 of table are stringent & needs reworking. As this involves identification of trainers, trainees gaps & ToT/certification	The project timelines will remain unchanged
11	Section 4 ;Page 56 ; Point4.11(A) & (B)	Needs a clarity on metrics & scoring.	Question does not specify the clarity sought