

## CLARIFICATIONS

**Contract title:** Framework contract for the supply of virtual reality headsets and development of virtual reality content.

**Reference:** UGA22009-10072

As a reminder, tenders must be received **before 11<sup>th</sup> August 2025 at 10:00 am, Kampala time.**

It must be sent by email to: [uga\\_csc\\_tenders@enabel.be](mailto:uga_csc_tenders@enabel.be). **Late bids will not be accepted.**

N°	Issue / question raised	Response
1.	<p>Does the consultancy require us to produce animation videos for upload onto the virtual reality headsets?</p> <p>If so, how many videos are expected, and what is the anticipated duration for each?</p>	<p>Under Lot 2, the contractor shall develop the virtual reality content and upload it on the virtual reality sets. Please see section 1.1.1.3, "Specific requirements per lot" of the tender document.</p> <p>The number of video content required is not explicitly defined because the quantity will depend on the need of the users thus the contract shall be a framework contract. The anticipated duration of the video shall depend on the specific need and coverage for each VR module. So, there is no limitation on this.</p> <p><b>"NB:</b> The contracting authority may order for other modules in other healthcare thematic areas as well as other sectors like education and tourism in the future during the duration of this framework contract. For each of the orders, properly detailed ToRs shall be issued to the contractor." (Section 1.1.1.3, "Specific requirements per lot" of the tender document).</p> <p>The duration of the contract for Lot 1 shall be within 30 working days from the date of issuance of the order (Section 3.3, "Duration of the contract" of the tender document).</p>

		The duration of the contract for Lot 2 shall be within an agreed implementation period stated in the order form but it shall not exceed 60 person days. the duration of each order shall not exceed 4 months date of issuance of the order form (Section 3.3, “Duration of the contract” of the tender document).
2.	Regarding the required team composition, the TOR seems to suggest a team of two. Kindly confirm if this is fixed. Given the nature of animation production, multiple roles are typically involved across the pipeline (e.g. scriptwriting, storyboarding, modelling, animation, sound design, etc.).	For Lot 2, a team of 2 team members is required as stated in section 1.2.1, “Composition of the team” of the tender document. However, the contractor may use additional support staff members during the execution of the contract. These cannot be billed separately and their costs shall be absorbed in the daily rate of the 2 major experts.
3.	Under Lot 2, shall each of the thematic areas modules (section 1.1.1.3, “Specific requirements per lot” of the tender document) be developed independent or integrated?	Each thematic area shall be developed independently.
4.	Under section 3.4, “Value of the contract” in the tender document, what is the meaning of the statement, “Under no circumstances shall the shortlisted participants claim compensation if the orders amount doesn’t reach the maximum”	The contracting authority has capped the framework agreement to 143,000 Euros with Lot 1 valued at 33,000 Euros and Lot 2 at 110,000 Euros. It implies that the maximum spend for each Lot is defined however the contracting authority may spend less because the framework agreement is need based. Therefore, the contractor shall not claim compensation from the contracting authority if the value of the orders made does not reach the maximum value stipulated in Lot 1 and Lot 2 above.
5.	Under Lot 2, what is the actual quantity of the VR content required? The tender	The 3 thematic areas are the ones that are defined at the time of launching this tender. However, “The

	document states VR content for 3 thematic areas whereas section 3.5, “Quantities of the contract” states 10.	contracting authority may order for other modules in other healthcare thematic areas as well as other sectors like education and tourism in the future during the duration of this framework contract.” For each of the orders, properly detailed ToRs shall be issued to the contractor. (see page 8 of the tender document).  The estimate quantities under section 3.5, “Quantities of the contract” are for information purposes only and regard the entire contract duration. The contracting authority does not guarantee that the quantities shall be attained as actual quantities shall be included in order forms.
6.	Can a tenderer bid for both lots?	Yes, a tenderer can bid for both lots (Section 3.2.2, “Lots”).