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Ministry of Electronics & Information Technology (MeitY)

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Date: 07.03.2017

Reference : 4(4)/57/161/2012/UIDAI Dated 15.02.2017

Clarification to Tender

There is no corrigendum and reply to clarifications is provided below.

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Consolidated Clarification to Queries "RFP FOR BPO FOR AADHAAR UPDATE"

S.No	Page No. of RFP	Section	Clause	RFP Statement	Query	Response/Clarification
1	33	SECTION -III	Part-II	Service Level Agreement	SLA 1 It should be 10% of the fees for request closed for delay beyond 5 days. SLA -2 It should be < 5%# expected Level (Penalty - % of the fee payable equal to the error percentage in the sample checked -No Additional fees to be calculated	Clause is clear.
2	33	Performance benchmark	Compliance/ Expected level	Penalty Calculation	Please confirm if penalty % calculation is on errors or on total monthly billing	The penalty calculation on errors shall be on total monthly billing
3	33	Performance benchmark	Performance benchmarks	Reward and Penalty	We suggest overall reward and penalty capping at 5%. Under no circumstances SLAs/KPIs related penalty should exceed 5% of total monthly billing.	Clause is clear.
4	20	Part III	2.6 Training	Training methodology, trainers, training areas, content and training infrastructure	Will training content be provided by the Service Provider	Clause is clear. The clause is about Technical evaluation and submission of the documents against the capability of the bidder in respect of Training.
5	20	Part III	2.6 Training	Training methodology, trainers, training areas, content and training infrastructure	What will be the criteria for Trainer Alignment/Hiring? Please provide the job description.	Clause is clear. The clause is about Technical evaluation and submission of the documents against the capability of the bidder in respect of Training.

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6	20	Part III	2.6 Training	Training methodology, trainers, training areas, content and training infrastructure	Would refresher training be billable for some number of minimum hour? Please clarify.	Clause is clear. The clause is about Technical evaluation and submission of the documents against the capability of the bidder in respect of Training.
7	27	Part I: Description Services	1.1 Stakeholders of the BPO Process	Conduct audit of the request based for sample cases, based on the languages.	Who will conduct sample audit (service provider team or client team)?	The audit would be conducted by UIDAI team at their Regional Offices or any agency appointed by UIDAI.
8	33	Performance Benchmark	Compliance/Expected Level	2*(% of the fee payable equal to the error percentage in the sample checked +An additional 5% of the fees payable in the payment cycle)	If the client is doing its own external audit, which sample will be considered for estimating penalty under this clause? The client's sample or service provider's sample?	The audit would be conducted by UIDAI designated team at their Regional Offices or any agency appointed by UIDAI. The sample of the audit conducted by UIDAI shall be taken for calculation of SLA.
9	33	Performance Benchmark	Compliance/Expected Level	#- The error rate shall be calculated on the basis of the sample check. The sample check shall be done on 10,000 request or 5% of the requests (whichever is less).	Which sample to be considered for this clause? (service provider's or client's sample)	The audit would be conducted by UIDAI designated team at their Regional Offices or any agency appointed by UIDAI. The sample of the audit conducted by UIDAI shall be taken for calculation of SLA.
10	20	Part III	2.6 Training	Training methodology, trainers, training areas, content and training infrastructure	What is the total duration of training, OJT & certification process?	Clause is clear. The clause is about Technical evaluation and submission of the documents against the capability of the bidder in respect of Training.

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11	26	Section III	Scope of work, Deliverables and SLAs	The selected Implementation partner is expected to cater to handle the requests for all languages.	Please give clarity about the languages to be serviced. Also, share the language wise manpower requirement.	The overall indicative projection of update requirement is given in Section II, Part I clause 7. The present update request on number of languages received is given in Annexure I.
12	20	Instructions to bidder	2.6 Training	Training methodology, trainers, training areas, content and training infrastructure	Will new hire training be billable to the client? Please specify	Clause is clear. The clause is about Technical evaluation and submission of the documents against the capability of the bidder in respect of Training.
13	16	Section II	Point 8, 11	Was declared ineligible/blacklisted by the Government of India/ State/ UT Government;	Since Central/ State Government Ministry/ Department/ PSU/Government Company includes lacs of departments, and we have multiple verticals operating in different geographies of India, it is not possible to validate this criterion. We suggest the following: The bidder should not have been blacklisted/ suspended/ barred from operations by any Regulatory/ Statutory authorities for any violations/ noncompliances during the last 1 year. If a bidder chooses not to disclose any such issue, and the same comes to UIDAI's notice at a later date, UIDAI will be free to revoke any contract entered with the vendor at its discretion.	Clause is clear

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14	19	Section II	Part-II, Point No.8	Blacklisted by any government agency/department at any point of time.	Since Central/ State Government Ministry/ Department/ PSU/Government Company includes lacs of departments, and we have multiple verticals operating in different geographies of India, it is not possible to validate this criterion. We suggest the following: The bidder should not have been blacklisted/ suspended/ barred from operations by any Regulatory/ Statutory authorities for any violations/ noncompliances during the last 1 year. If a bidder chooses not to disclose any such issue, and the same comes to UIDAI's notice at a later date, UIDAI will be free to revoke any contract entered with the vendor at its discretion.	Clause is clear.
15	18-19	Section II	Part –II, Point Nos.3,4,5,6 ,8	Certificate by Auditor/ Company Secretary	We suggest to allow certificate from registered Chartered Accountant	Clause is clear.
16	19	Section II	Part –II, Point No.9	Should have experience in implementation of at least 2 similar projects after December 2011	We suggest: Should have experience in implementation of at least 1 similar projects after December 2011	Clause is clear.
17	18	Section II	Part –II, Point No.5	Should not have defaulted on any Bank/Institutions Loans in the past 3 years	We request delay in payment should not be taken as default.	Clause is clear.

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18	18	Section II	Part –II, Point No.6	Aegis should not have defaulted in the payment of statutory dues or liabilities in past 3 years	We request delay in payment should not be taken as default.	Clause is clear.
19	NA	General	NA	Agent definition	What would be the expected Hours to be Delivered per agent per month? (FTE Definition)	Query is not relevant/clear.
20	NA	General	NA	Spans	Can we utilise the below span ratio for the program: - Agent : TL-20:1 - Agent : AM-100:1 - Agent : MIS-100:1 - Agent : Trainer-75:1 Agent: Quality- 50:1 - Agent : Manager/Sr Manager-200:1 Please confirm?	Query is not relevant/clear.
21	NA	General	NA	Operating Window	Please specify the Operating Window for the program.	Query is not relevant/clear.
22	NA	General	NA	Location	Is there any location of preference for the call centre operation from UIDAI or can the service provider utilise the same delivery locations from which the UIDAI program is currently is managed?	Query is not relevant/clear.
23	NA	General	NA	Billing Methodology	What would be the expected Pricing Model, for example whether it will be FTE Model or Connect Minute Model or Transaction Model? If it is transaction based than what would be the Variation of Volume in month on month basis (Ex: +10, -10%).	Query is not relevant/clear.

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24	NA	General	NA	Agent Profile	Would request you to share Agent Profile as below: · Experience - (Type/ Years/ Background) · Qualifications -- (Essential/- Preferred) · Quality of English Communication (Excellent or Good or Average) · Selection Process (Client Process/ Aegis Default Selection Process) · Do we have any Versant requirement or not, please confirm? · Any other language requirement apart from English	Query is not relevant/clear.
25	NA	General	NA	Client Seat	Is there any requirement for client seats? If yes, please specify	Query is not relevant/clear.
26	33	Performance benchmark	Performance benchmarks	Reward and Penalty	Please confirm on capping % on Rewards & Penalty matrix	Clause is clear.
27	20	Instructions to bidder	Technical Evaluation Criterion	Language bifurcation	Please share the Split of Languages required percentage wise.	The overall indicative projection of update requirement is given in Section II, Part I clause 7. The present update request on number of languages received is given in Annexure I.
28	28	1.2.2 Responsibilities of the SSUP-BPO Implementation Agency (IA)	c	Establish the network for the connectivity between the SSUP processing centers and the UIDAI systems as per the UIDAI's security protocols	Please list out the details of the connectivity required. Our assumption is that only internet connectivity is needed? Is this assumption correct?	Clause is clear

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29	29	1.2.2 Responsibilities of the SSUP-BPO Implementation Agency (IA)	g	Ensure that the Information security guidelines as issued by UIDAI are complied with at all times. The Service Provider shall also adhere to privacy and data security aspects under Aadhaar Act and relevant regulations thereunder.	Can you please share the Information Security guidelines?	Will be shared to the successful bidder.
30	28	1.2.2 Responsibilities of the SSUP-BPO Implementation Agency (IA)	c	Establish the network for the connectivity between the SSUP processing centers and the UIDAI systems as per the UIDAI's security protocols	Please list out the detailed Hardware/Software that the SSUP will be required to provide	UIDAI will only provide browser based application to the Service provider.
31	NA	Technology Generic	Technology Generic	Voice Calls	Our understanding is that the SSUP would have to make some outbound voice calls. Can you please share the approximate volume for these calls and also if the calls are required to be recorded? If they are to be recorded then what would be the online storage period?	Outgoing call is to be made in respect of updated request received by post to verify the genuineness of the request. However, bidder shall make their own projections for the same. Recording of the call has not been emphasised. However, call record to the residents are to be maintained by the service provider.

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Annexure I

Sl. No.	Currently SSUP portal is supporting update request for below languages
1	Hindi
2	Urdu
3	Telugu
4	Oriya
5	Marathi
6	English
7	Assamese
8	Gujrati
9	Punjabi
10	Kannada
11	Malyalam
12	Tamil
13	Bengali