HQ-16027/4/2022/EU-II –HQ (E-8967)
Government of India
Ministry of Electronics & Information Technology (MeitY)
UNIQUE IDENTIFICATION AUTHORITY OF INDIA
Enrolment & Update Division

**7th Floor, UIDAI HQ Building,
Bangla Sahib, Behind Kali Mandir,
New Delhi- 110001
Dated: 07.12.2022**

Corrigendum – I

Pre-bid response and revision to the RFP

Subject: Corrigendum in GEM Bid No. "GEM/2022/B/2690078" dated 04.11.2022 for RFP for AADHAAR DATA QUALITY CHECK AND QUALITY AUDIT SERVICE AGENCY (ADQCSA/ADQASA)

On the subject matter, the under signed is directed to issue Corrigendum I for the bidders. Bidder may please note the following:

a. The change / revision in the RFP clause are attached as **Annexure – I.**

b. The response / clarifications to the Bidders queries is attached with this corrigendum as **Annexure – II.**

c. All the other terms and conditions of the RFP shall remain unchanged.

d. This issue with the approval of Competent Authority.

(Geetha Sreedhar)
DD (E&U II)

S. no	Reference clause	Existing Clause	Revision proposed
	Annexure I –Changes/Revision to the RFP		
1.	2.2.1 Criteria for Pre-Qualification S.No (4), Pg 20	Bidder shall have an average annual turnover of at least ₹ 250 Crore in last 3 financial years from manpower supply/outsourcing/BPO services/ back end processing/data entry/data verification/ITES	Bidder shall have an average annual turnover of at least **Rs.175 Crore** in last 3 financial years from manpower supply/ outsourcing /BPO Services/ Backend processing/ data entry/ data verification/ ITES
2.	2.3.1 Criteria for Technical Evaluation S.No. (1.1), Pg 23	Average annual turnover in last 3 financial years from manpower supply/ outsourcing/ BPO services/ back end processing/data entry/data verification/ITES i) 7 Marks for turnover of >=250 crore upto 300 crore ii) .25 marks for every 50 cr above 300 crore till max of 10 Marks	Average annual turnover in last 3 financial years from manpower supply/ outsourcing/ BPO services/ back end processing/data entry/data verification/ITES i) 7 Marks for turnover of >=**175 crore up** to 225 crore ii) .25 marks for every 50 cr above 225 crore till max of 10 Marks
3.	2.2.1 Criteria for Pre-Qualification, S.No.(9) Pg 22	The Bidder must have facilities at minimum 3 (three) different cities, **each with a capacity of at least 500 persons.**	The Bidder must have facilities at minimum 3 (three) different cities, with **cumulative capacity of at least 1500 persons**
4.	2.3.1 Criteria for Technical Evaluation, SNo. (2.2), Pg 25 5.1.3 ANNEXURE III: FORM 3 Technical Evaluation Checklists, S.No. 2.3.1 (2.2), Pg 81	Current infrastructure with seating capacity of at least **500** persons or more at each location i) 10 Marks – 6 or More locations ii) 9 Marks- 5 locations iii) 8 Marks – 4 locations iv) 7 Marks -3 locations	The Bidder must have facilities with below mentioned **cumulative capacity** i) **6 facilities in different cities with 3000 persons or more - 10 Marks (max marks)** ii) **5 facilities in different cities with 2500 persons - 9 Marks** iii) **4 facilities in different cities with 2000 persons - 8 Marks** iv) **3 facilities in different cities with 1500 persons - 7 Marks**

5.	3.2.5 Termination of Contract for failure to become effective, S.No (1), Pg. 38	If the selected Service Provider is unable to commence the Service within the period specified **in the table below** owing to reasons not attributable to the Purchaser, as per the Scope of Work of RFP, UIDAI may declare this Contract Agreement null and void and in the event of such a declaration, the Performance Bank Guarantee is liable to be forfeited by UIDAI	If the selected Service Provider is unable to commence the Service within the period specified in the clause **"3.2.4 Commencement of Services of this RFP"** owing to reasons not attributable to the Purchaser, as per the Scope of Work of RFP, UIDAI may declare this Contract Agreement null and void and in the event of such a declaration, the Performance Bank Guarantee is liable to be forfeited by UIDAI.
6.	3.2.11.1 By the Purchaser, S.No. (i, j, k, l), Pg 40	i. In the event of Service Provider is found : j. Sub-contracting of the Services or any work related thereto. k. Provided incorrect information to UIDAI. l. Non co-operative during audits conducted by UIDAI/ UIDAI Regional Office or auditing agencies appointed for the purpose.	i. In the event of Service Provider is found : (i). Sub-contracting of the Services or any work related thereto. (ii). Provided incorrect information to UIDAI. (iii) Non co-operative during audits conducted by UIDAI/ UIDAI Regional Office or auditing agencies appointed for the purpose Point 3.2.11.1 (j), (k) & (l) stands deleted
7.	3.3.10 Safety & Security of Data, Premises, Location/ site, S.No. 7, Pg 45	The rogue behavior of the employees of Service Provider shall fall under the '**Unlimited liability**' to the Service Provider.	The rogue behavior of the employees of Service Provider shall be **charged at maximum of aggregate liability** of the Service provider under the Contract.

8.	3.12 MISCELLANEOUS PROVISIONS, S.No. 5, Pg 51	The Service Provider shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third party resulting from or by any action, omission or operation conducted by or on behalf of the Service Provider. The total amount of such compensation or damages to be paid under this condition shall not exceed the Contract value of work at the time of signing of the Contract or the total amount of incurred, whichever is higher.	The Service Provider shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third party resulting from or by any action, omission or operation conducted by or on behalf of the Service Provider. The total amount of such compensation or damages to be paid under this condition shall not exceed the Contract value of work at the time of signing of the Contract.
9.	3.1.7 Location, Pg 34	The Services shall be performed at such locations, as the Purchaser may approve. Maximum of 05 QC centers at same or different locations can be chosen by the Service Provider across the country	The Services shall be performed at such locations, as the Purchaser may approve. Minimum of 02 and Maximum of 05 QC centers at same or different cities can be chosen by the Service Provider across the country

END OF ANNEXURE I

Annexure II – Response / clarifications to the Bidders queries

S no	Page No. of RFP	Section #	Clause	Existing provisions in the Clause	Query/ Suggestion /Clarification sought	Response/Clarification
1	0	SECTION-III – GENERAL CONDITIONS OF CONTRACT AGREEMENT	General	Quality -Internal Audit	Quality Control - Steps to Internally audit the work done by the internal auditor / Operator	Refer clause 4.1.5 QC Audit Process, Pg 55 of the RFP
2	0	SECTION-III – GENERAL CONDITIONS OF CONTRACT AGREEMENT	General	General	What would the operational window & days ? Please share details for both QC & QA, will it be 365 days, National Holidays would be working or non-working	The Packets allocation and applicable TAT will be levied across the year (24*7* 365 Operations for QC & QA). Service Provider shall define their policies to manage the work accordingly.
3	0	SECTION-III – GENERAL CONDITIONS OF CONTRACT AGREEMENT	General	General	Is there any specific requirement on span ratio?	Refer clause 4.1.10.1Hiring Manpower point 2 (c), Pg 58 of the RFP
4	0	SECTION-III – GENERAL CONDITIONS OF CONTRACT AGREEMENT	General	General	Require Detailed JD for operator along with experience & Education	Refer clause 4.1.10.1Hiring Manpower, Pg 57 of the RFP

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5	0	SECTION-III – GENERAL CONDITIONS OF CONTRACT AGREEMENT	General	General	Do we need Versant pass operator for English Language? If yes, what Level is acceptable.?	Refer clause 4.1.10.1Hiring Manpower, Pg 57 of the RFP
6	0	SECTION-III – GENERAL CONDITIONS OF CONTRACT AGREEMENT	General	General	Require detailed JD for Support staff	Refer clause 4.1.10.1Hiring Manpower, Pg 57 of the RFP
7	0	SECTION-III – GENERAL CONDITIONS OF CONTRACT AGREEMENT	General	General	How soon client is looking for resources to be deployed?	Refer clause 3.2.4 Commencement of Services Pg 36 of the RFP
8	0	SECTION-III – GENERAL CONDITIONS OF CONTRACT AGREEMENT	General	General	Can we have a tool to measure the application server utilization & efficacy of CRM/New QC Portal.	This is not the role of Service Provider. The monitoring and utilization is being handled by UIDAI.

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9	0	SECTION-III – GENERAL CONDITIONS OF CONTRACT AGREEMENT	General	General	As per operational requirement, team needs a mode to communicate internally. Currently, we don't have any communication mode via which they can approach internal team members or UIDAI internal stakeholders, for quicker resolution. We request deployment for any such communication platform, which could help the team in quick connect via messaging/chat/call, with internal stakeholders only.	Refer clause 5.1.11 ANNEXURE XI: UIDAI Information Security Guidelines for Third party (ADQCSA/ADQASA), Pg 91 of the RFP

S no	Page No. of RFP	Section #	Clause	Existing provisions in the Clause	Query/ Suggestion /Clarification sought	Response/Clarification
10	7	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	1.1.3 - Brief Scope of Work	3 (three) Aadhaar Data Quality Check Service Agencies (ADQCSAs) and 1 (one) Aadhaar Data Quality Audit Service Agency (ADQCSA) to undertake the Quality Check and Quality Audit work relating to processing applications of Residents for Aadhaar enrolment and update of their Aadhaar related demographic data and photo recorded with it. Further, 4 (four) agencies will be empanelled to undertake Quality Check and Quality Audit work (if required in future) relating to processing applications of residents for Aadhaar enrolment and update.	Bidder Operations Team to check the scope of the business and requirements as per the mentioned modules	Not clear.

S no	Page No. of RFP	Section #	Clause	Existing provisions in the Clause	Query/ Suggestion /Clarification	Response/Clarification
11	27	SECTION-III – GENERAL CONDITIONS OF CONTRACT AGREEMENT	3.4 - Training methodology	3.4.2 - Training infrastructure proposed to be established for duration of the contract	Should there be a dedicated Training Room for conducting internal training.	Yes
12	38	SECTION-III – GENERAL CONDITIONS OF CONTRACT AGREEMENT	3.2.9 Force Majeure	3.2.9.1 - "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not	We propose to add "Pandemic" in the definition of Force Majeure	Clause is self explanatory.

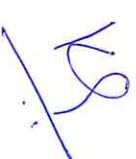| S no	Page No. of RFP	Section #	Clause	Existing provisions in the Clause	Query/ Suggestion /Clarification sought	Response/Clarification
				limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, lockouts or other industrial action strikes, (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies, pandemic situation causing lockdown by an order of State/Central Government.		

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13	42	SECTION-III – GENERAL CONDITIONS OF CONTRACT AGREEMENT	3.3.1.2(1)	In the event the Purchaser terminates the Contract in whole or in part, pursuant the provisions of this Contract, the Purchaser may... the Service Provider shall continue performance of the Contract to the extent not terminated.	It is our understanding that this clause is not applicable on "termination for convenience by the Purchaser" provision. Please confirm.	Clause is self explanatory.
14	55	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.4 QC process 2	Enrolment & Update packets may have to undergo Biometric Exception Check and Demographic Duplicate Check process.	**Kindly elaborate the following:** 1. how vendor can check the duplicacy of Biometric Exception Check? 2. What should be done to record if duplicacy of the packet has been found ?	Refer to clause no 4.1.10.3 Training of Manpower of the RFP

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15	55	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.4 QC process 3	Each enrolment request for Quality Check consists of a set of Demographics(Name, Address, DoB, gender, Photo) and one or more of the proof Documents (Proof of Identity, Proof of Address, Proof of Relationship, Date of Birth) given by Residents at time of enrolment depending on the type of enrolment	Requesting to provide the clarity that how to handle Express record demographic (mobile number, Email) and what should be the Document Type required in that case?	Refer to clause no 4.1.10.3 Training of Manpower of the RFP
16	55	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.4 QC process 5	Each Biometric Exception check packet consists of a set of exception Resident photo and there is mismatch between At the exception photo to be time of verification? verified.	Requesting to provide the clarity that how QC can verified the Biometric Manpower of the RFP exception Manual ? What should be if	Refer to clause no 4.1.10.3 Training of Manpower of the RFP
17	55	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Online Document Verification 3	UIDAI is implementing this API based verification mechanism, where the QC operator has to input the document unique number (along	Requesting to provide the clarity that how vendor got Document Unique number and also other Field ?	Refer to clause no 4.1.10.3 Training of Manpower of the RFP

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				with few other fields		
18	55	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Online Document Verification	General	What is an average time taken for processing Online Document verification?	Each QC operator is expected to process approximately 300 packets per day. This number is only tentative and expected to increase / decrease depending upon the efficiency, accuracy and quality of data processing by the Operator.
19	55	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Online Document Verification	General	What is the bandwidth required for Online Doc Verification process?	Refer clause VII Communication security point 7 ANNEXURE XI of Pg 97 of the RFP
20	55	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Online Document Verification	General	Is there any Legacy data for Online Doc verification process? Or it will be ongoing volume?	The estimated load proposed for online document verification in the RFP may include legacy data also.
21	55	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Online Document Verification	General	Will there be a separate application for Online Doc Verification?	No, it will part of QC portal

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22	55	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Online Document Verification	General	Please provide a process walkthrough for Online Doc Verification	Refer to clause no 4.1.10.3 Training of Manpower of the RFP
23	55	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Online Document Verification	General	Is the Online Doc Verification done during the QC/QA process or post QC/PA process?	During the QC/QA process
24	55	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.5 QC Audit process	General	Please provide a process walkthrough for QC Audit process	Refer to clause no 4.1.10.3 Training of Manpower of the RFP
25	56	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.9 Estimated total Volume and Scope of Work	Estimated total Volume and Scope of Work	We request to share Volume Forecasting for all four Packets Type.	Clause is self explanatory.
26	56	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.9 Estimated total Volume and Scope of Work	1. The estimated volume cumulatively proposed to be outsourced to Aadhaar Data Quality Check and Aadhaar Data Quality Audit Service Agencies for enrolment	* [What is the bifurcation of projected volume 74.95 crore packetts for 3 years] between Aadhaar Data Quality Check and Aadhaar Data Quality Audit.	10% of the total packets processed by Quality Check vendors will undergo Quality Audit.

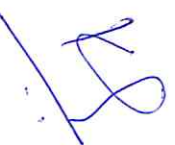| S no	Page No. of RFP	Section #	Clause	Existing provisions in the Clause	Query/ Suggestion /Clarification	Response/Clarification
				and update for a period of 3 years is envisaged to be approximately 74.95 Crore. However, UIDAI provides no assurance of the volume or the equal spread of the volume over the period. Bidders must make their own business assumptions for the same, based on data shared in this RFP and available on UIDAI website. UIDAI expects fluctuations in the monthly volumes for both enrolments and updates. In addition UIDAI may increase or decrease allocations at its sole discretion.		

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27	56	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.6 Online Document Verification	The segregation of packets to be checked with online document verification and without online document verification is 50% each and Service Provider has required proposing the Commercial Bid Proposal for both types of packet categories.	How will be the allocation done to the Agencies?	Refer clause 4.1.3 Packets Distribution , Pg 54 of the RFP
28	57	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.10.1 Hiring Manpower	2.a.iii. The person should have a basic understanding of operating a computer and should be comfortable with local language keyboard and transliteration	"local language keyboard and transliterations" is the Operator expected to type in Local Languages ?	No. The operator should have capability to read and understand the Demographic data and supporting document in Local Language
29	57	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.9 Estimated total Volume and Scope of Work	TAT SLA shall be applicable from the 2nd Month of operations. All other SLAs shall be applicable from 1st day of commencement of QC operations.	Cooling period?	Clause is self explanatory.

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30	57	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.10.1Hiring Manpower	Lead Operation: Each Service Provider shall deploy 2 (two) resources 1 (one) each at UIDAI HQ Delhi and 1 (one) at Tech Centre Bangalore for coordination of QC operations. The person will be responsible for coordination of QC operations with UIDAI.	Since we are existing Service Provider, the already deployed Lead Operation resources will suffice? Do we have to deploy additional resource?	Clause is self explanatory.
31	58	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.10 Hired. Lead Operation & Train Manpower for QC and Audit	Lead Operation: Each Service Provider shall deploy 2 (two) resources 1 (one) each at UIDAI HQ Delhi and 1 (one) at Tech Centre Bangalore for coordination of QC operations. The person will be responsible for coordination of QC operations with UIDAI.	Please advise if these 2 resources, would be using UIDAI provided (Laptop and Internet connectivity) to the resources deployed. Bidders responsibility to provide it. Will they be using UIDAI LAN or will they be using personal connectivity.	It is the responsibility of the service provider to provide IT peripherals (Laptop and Internet connectivity) to the resources deployed. UIDAI will only provide seating to the deployed resources at UIDAI premises (HQ and Tech Centre).

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32	59	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.10.3Training of Manpower	The Service Provider shall employ QC/QA Trainers. QC/QA Trainers shall undergo master trainers training at UIDAI or its Training Partner locations as per its schedule. These QC/QA trainers shall be responsible for training of QC/QA Operators of Service Provider and clarifying any doubts and queries of QC Operators	How many days of Training will be scheduled for TTT? Please share the Training schedule for QC, QA & Online doc verification	Refer to clause no 4.1.10.3 Training of Manpower of the RFP
33	59	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.10.3Training of Manpower	The Service Provider conducting in house training shall translate the training material into local language and hand it over to the course participants.	Can we share the hard copy of the training material among the participants?	No hardcopies are provided by UIDAI

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34	60	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.10.6 Responsibilities of the stakeholders	2.d - Establish the secure MPLS (P2P) connectivity of adequate bandwidth between the QC processing centers and the UIDAI systems as per the UIDAI's security protocols. The connectivity to be provided by the agency for this project shall be dedicated for this project ONLY and shall not be shared with any other projects of UIDAI.	Please confirm if router and firewall required to establish the MPLS connectivity at UIDAI DC and DR will be provided by UIDAI or bidder has to provision it.	It is the responsibility of the service provider to provision complete end to end connectivity.
35	61	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.10.7 Service Provider – Operational Requirements centers	3.g.7 - Internet access should be restricted to or not for business provision it. If it is required to be provisioned by the bidder, can the bidder use existing internet links or if dedicated links are required.	Please confirm if internet is required or not for business & who will provision it. If it is required to be provisioned by the bidder, can the bidder use existing internet links or if dedicated links are required.	Internet access is not allowed on the QC Floor of the selected bidders. Service Provider shall arrange for internet access for operational requirement outside the QC floor.

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36	61	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.10.7 Service Provider – centers	3.g.5 - All users must have domain User Ids existing domain & active directory services for agent authentication on admin rights to the desktop	We understand we can use our endpoints. Please confirm if it is acceptable or a separate AD server will be required for this business.	To be decided by the Bidder ensuring compliance to RFP provisions.
37	61	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.10.7 Service Provider – centers	1. Each Service Provider shall establish centers at maximum of 05 locations.	Five locations to be proposed by the bidder Or UIDAI would advice on the expected location	5 locations to be decided by the Bidder.
38	61	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.10.7 Service Provider – centers	3.e. Only approved users and approved support staffs (IT, Maintenance, Admin and House Keeping) with ID and access permission shall enter in the Operation Premises.	Please specify number of Operational seats & Non operational Seats, we propose to add HR, Facility, security & internal auditors to this list	Clause is self explanatory.

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39	62	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.1.10.7 Service Provider – centers	4.2 - Shall deploy CCTV cameras with facility to live stream the recording with facility to live stream the videos to UIDAI over internet.	Please confirm if we can use our existing internet (ILL) links for live streaming or **dedicated** links with separate router and firewall is required.	Live stream to be provided over the MPLS connectivity provisioned for the project.
				VII.9. The QC Terminal host shall reside in a physically segregated network segment through network segment through routers, firewall etc., that is isolated from rest of the network of the ADQASA with the exception of the network segments which are authorized.		
40	63	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2.1 Turn Around Time (TAT) SLA	TAT 0 - Turn Around Time of packets are within the allocated Packet Clearance time TAT 1 - TAT of packet exceeds the allocated daily target but less than or equal to twice the Daily Target. However, the Packet Clearance time(PCT)	As per the example given for Daily PCT - Day 1 will be the Packets with PCT as 24 Hrs for allocation upto daily target and shall be 48 hours for additional allocation of more than daily target but less than or equal to twice the Daily Target. However, the TAT/SLA applicable to ADQCSA	Clause is self explanatory.

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				by upto and including 24 Hrs [0 – 24 Hrs)	mentions that the Day 2 will have the PCT of 24 hrs. Please clarify the same	
41	63	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	4.2 PART-II - SERVICE LEVEL AGREEEMENT	General	How will be the daily TAT reports received for the Service Provider to calculate SLA?	TAT Report will be available in the QC Portal and accessible to selected bidders.
42	97	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	VII. Communications Security	7. The network between CIDR and Service Provider shall be secure. Service Provider shall connect with CIDR through secure MPLS (P2P) leased line connectivity. Service Provider shall maintain at least 2 (two) MPLS (P2P) lease line connectivity of minimum 100 Mbps for every 100 concurrent users. In case, the numbers of concurrent users are less than 100, the 2 (two) MPLS (P2P) lease line connectivity of	We understand minimum 100 Mbps bandwidth is required at UIDAI DC at Blore and Gurgaon for both the links- primary and secondary. At delivery location we can provision bandwidth as per seat count. Please confirm if the understanding is correct?	Clause is self explanatory.

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				minimum 100 Mbps shall be maintained.		
43	105	SECTION-IV – SCOPE OF WORK, DELIVERABLES AND SLAs	5.1.15.1 QC Process	2. The QC operator Logs in to the various QC portal using their User ID and Password for verifying the Resident demographic information as per QC Guidelines.	We understand all business related applications will be extended by QC over MPLS Line. Please confirm.	Yes. Business application will be made available on the MPLS links established by the Service provider for this project.

END OF ANNEXURE II