

F.No.14014/36/2018-Logistics-CRM
Government of India
Ministry of Electronics & IT
Unique Identification Authority of India (UIDAI)
(CRM & logistics Division)
<https://uidai.gov.in>

6th Floor , Bangla Sahib Road,Behind Kali mandir
Gole Market , New Delhi-110001
Dated :08.01.2019

RFP for “TFN and Allied Services for Contact Centre’s of UIDAI”
Tender Reference: 14014/36/2018-logistics-CRM
Tender ID: 2018_DIT_422062_1

Clarification on written Queries

(Purchaser makes no representation or warranty as to the completeness or accuracy of any response made in good faith)

S. No .	Page No. of RFP	Section	Clause	RFP Statement	queries	Response/Clarification by UIDAI
1	27	Section -II	2.3	2.3 The lowest rate L1, received from a qualified bidder will be treated as the “Discovered Rate”.	This is a L1 bid or only price discovery is done using this bid. Please share what is the process which is followed for awarding this Bid	As per RFP, PI refer to section-II part-IV , page 27
2	27	Section -II	2.4	2.4 The UIDAI reserves the right to call for a second bid process to select a firm for execution of the project	Please elaborate and what is this 2nd Bid process and how it will be used for selecting the firm.	As per RFP, PI refer to section-II part-IV , page 27 of the RFP
3	28	Section-II	3	The Bidders shall submit online the Financial Bid Form as given in Annexure-II along with covering letter as specified in Annexure-I.	Are deviation allowed or this is a NO deviation tender	As per RFP, PI refer to section-II part-IV , page 28 of the RFP

				Financial Bids which are not submitted as per the Financial Bid Forms shall be summarily rejected. Any conditional bids shall also be summarily rejected during the evaluation of the financial bids.		
4	30		Section III, 1	After selection of a Telecom Service Provider through this RFP process, the Service Provider will be required to deliver the services as per the requirements, as detailed in this RFP document. The selected Telecom Service Provider (TSP) has to provide PRI Connectivity's (over SS7/SIP or latest technology compatible with UIDAI system).	Please confirm the UIDAI System make and model which will be used for terminating PRI or SIP.	As per RFP, PI refer to section-III part-I , page 30 of the RFP
5	30		Section III, 1a	Note: In future, UIDAI may plan to add or migrate to new data centre location(s). The selected TSP shall provide the required PRI connectivity's to UIDAI data centre location(s), at no extra cost to UIDAI.	Please share the tentative deadline plan for the Migration along with New Address for migration.	Currently UIDAI is operating from two data centre. However in future UIDAI may decide for any change. The details will be shared with selected Service provider.

6	30		1	<p>PURPOSE AND BACKGROUND Unique Identification Authority of India (UIDAI), is issuing this Request for Proposals to award a contract to procure a National Toll Free Number start with "1800" as a prefix and "1947" as suffix i.e. 1800-XYZ-1947, services to short code 1947 and other services like PRI Lines for the use of 'Contact Center' of UIDAI. This category-I short code ('1947') allotted to UIDAI by DoT. This Toll free number will be serviced by our Contact Center partner for any Aadhaar related queries and grievances.</p>	<p>Please share if UIDAI is requiring one or two Toll Free Number? 1st with Short code "1947" and second with 1800 beginning and suffix of 1947</p>	<p>As per RFP, PI refer to section-III part-I , page 30 of the RFP</p>
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7	30		b	<p>UIDAI's CCF locations for Outbound calls. The current Contact centre location(s) for providing Outbound connectivity are:</p> <ul style="list-style-type: none"> · Pune · Jamshedpur · Kolkata · Hyderabad 	<p>Request to share the complete address with contact details for doing feasibility</p>	<p>The current Contact centre location(s) for providing Outbound connectivity are:</p> <p>1. Pune:</p> <p>Near Zensar Technologies, Plot No 3/1, Kharadi Knowledge Park, MIDC, Pune 411014, Maharashtra.</p> <p>2. Jamshedpur: G.P. Slope road, Opp. Kadma Police Station, Beside ADLS School, Gwalpara School, Kadma Jamshedpur – 831005, Jharkhand</p> <p>3. Kolkata: DLF2, Ericsson Building, Kolkata , W Bengal 700136</p> <p>4. Hyderabad : Ohri Towers, Sebastian Road, Near clock tower, secunderabad, Telangana 500003</p>
8	31		1.2	<p>All the calls originating from all TSP Network and Public Switched Telephone Network (PSTN) for the Toll Free number (1947) will be routed to UIDAI's Data Centers which will be subsequently routed to the UIDAI's Contact</p>	<p>Please share if the calls landing @ UIDAI primary DC needs to be re-routed automatically to Bangalore DR, in case of any failure @ Manesar or the same needs to be done only on intimation of UIDAI. We suggest that calls transfer from</p>	<p>UIDAI will inform such eventuality.</p>

				Center partner for Customer Care service, if required. In case of failure of services from one Data centre of UIDAI, calls will be routed to the other data centre.	Manesar DC to Bangalore DR to happen only post intimation from UIDAI, as failure may be at Service Provider or UIDAI End. Please clarify	
9	31	Section-III	2.4	Service areas include setup, installation and maintenance of all hardware including incoming & outgoing SS7/SIP (PRI) links & software component. It also includes manpower services, if any.	Please share the scope of Manpower	As per RFP, PI refer to section-III part-I , page 31 of the RFP
10	31	Section-III	2.4	2.4 Service areas include setup, installation and maintenance of all hardware including incoming & outgoing SS7/SIP (PRI) links & software component. It also includes manpower services, if any.	Please confirm UIDAI EPABX setup supports SIP Trunk lines?	Currently, UIDAI EPABX does not support SIP. However UIDAI may ask selected TSP to provide SIP trunk lines during the period of contract.
11	31	Section-III	2.4	2.4 Service areas include setup, installation and maintenance of all hardware including incoming & outgoing SS7/SIP (PRI) links & software component. It also	Please share the Codec which will be used for the SIP trunk lines	This will be shared with selected Service provider.

				includes manpower services, if any.		
12	31	Section-III	2.5	TFN Security and privacy aspects to be taken care as per applicable laws.	Please clarify on the said clause	As per RFP, PI refer to section-III part-I , page 31 of the RFP
13	31		2.6	Adequate number of PRI lines /Links and hardware to be provisioned to handle Calls Traffic	Please share how many PRI lines required at Manesar Gurgaon and Bangalore location respectively	It is responsibility of the selected TSP to provide adequate number of PRI lines to meet SLA requirements and to cater the call traffic.
14	32	Section-III	3	At a minimum the following Toll Free service offerings shall be made available to the purchaser: - The selected service provider shall provide basic Toll Free (Non-Dedicated) Services, Dedicated Services and two-way services (Inbound & Outbound)- Toll free services is defined as the called party will pay for the charges of the call made, the toll free services may be of non-dedicated type i.e. UIDAI may desire to use the Toll Free service for a specific purpose which may be a temporary	Please clarify on the said clause with respect to dedicated and non-dedicated services	As per RFP, PI refer to section-III part-I , page 32 of the RFP. Separate PRI should be provided for Inbound and outbound calls traffic.

				endeavor or it may be of dedicated type i.e. for any purpose as defined by UIDAI.		
15	33		Section III, 5.1	5.1 PERFORMANCE REPORTS: - System generated reports must be provided by the selected service provider on daily, weekly and monthly basis, regarding services provided to the UIDAI, preferably online through a web portal with downloadable report format (Excel, Word, PDF, etc.).	The performance reports are huge considered the No. of Calls so request customer to allow offline mode of sharing reports thru CD, FTP or other modes. Request customer to allow the same	As per RFP, Pl refer to section-III part-I , page 33 of the RFP.
16	33		5.1a	Traffic utilization Reports. MIS should support extensive and detailed Reporting. Any other relevant reports for TOLL FREE NUMBER services operation and performance measurement. The reports containing the information may be discussed later with the selected service provider.	Please clarify on what all data is required from traffic utilization reports. This will help in checking the system capability	Utilization reports should be able to present below data points. Answer/congestion/fail call at PRI level. Exact format of report can be shared with selected TSP.

17	33		5.2	<p>5.2 CALL DETAIL REPORT: - The selected service provider shall submit by the 5th business day of each month, a call detail report to the purchaser, which shall include the following for each call:</p> <p>Circle Name Operator Name On-net Traffic Off-net Traffic Calling number Date and time Duration of call (seconds) Charge per call Subtotal by Toll Free Number Originating Number</p> <p>These above fields in call detail report may be revised by the UIDAI on need basis.</p>	Request to exclude the below fields from Call detail report: Circle Name, Operator Name, On-net Traffic, Off-net Traffic	As per RFP, PI refer to section-III part-I, page 33 of the RFP
18	33		5.2	<p>5.2 CALL DETAIL REPORT: - The selected service provider shall submit by the 5th business day of each month, a call detail report to the purchaser, which shall include the following for each call:</p> <p>Circle Name Operator Name On-net Traffic Off-net Traffic</p>	Request to clarify the requirement on the required field of " Subtotal by Toll Free Number"	As per RFP, PI refer to section-III part-I, page 33 of the RFP.

				<p>Calling number Date and time Duration of call (seconds) Charge per call Subtotal by Toll Free Number Originating Number These above fields in call detail report may be revised by the UIDAI on need basis.</p>		
19	33		Section III, 5.2	<p>5.2 CALL DETAIL REPORT: - The selected service provider shall submit by the 5th business day of each month, a call detail report to the purchaser, which shall include the following for each call:</p>	<p>Request UIDAI to allow time till 10th Business day of every month instead of 5th day of every month</p>	<p>As per RFP, PI refer to section-III part-I , page 33 of the RFP.</p>
20	33		5.3	<p>5.3 TROUBLE (MAINTENANCE) REPORT: The selected service provider shall submit by the 5th business day of each month to the purchaser a report that lists at a minimum the following information: Trouble Ticket Number Name of Person/Division Reporting Trouble</p>	<p>please clarify on the required field of: 1. "Name of Person/Division Reporting Trouble". 2. Name of State Person/Division Accepting Restored Service. As per understanding all the complaints will be logged from the person/officer designated as the SPOC from UIDAI</p>	<p>As per RFP, PI refer to section-III part-I , page 33 &34 of the RFP.</p>

				<p>Date and Time Received Resolution Restored Date and Time Total Outage Time (detail should be clearly elaborated in Ticket raised) Name of State Person/Division Accepting Restored Service.</p>	<p>to log all complaints and follow up on resolution of the same</p>	
21	34		Section III, 5.4	<p>The selected service provider shall maintain processes and procedures for restoring service for situations where a reported service interruption cannot be resolved within eight (8) hours and for services that cannot be restored within 24 hours. Service transfer capabilities and the lag time to implement must be described for both type of service outage scenario. Downtime or Outage duration calculation should not be done on the ticket time/reported time, it should be calculated on actual services</p>	<p>Actual Downtime cannot be known to Service provider till some complaint is logged at the required help desk. The downtime calculation can only measured basis the Trouble ticket logged at help desk. Hence request customer to amend this clause</p>	<p>As per RFP, Pl refer to section-III part-I , page 34 of the RFP.</p>

				down.		
22	34		5.4b	b) In case of 100 % TFN service is not working, It shall be considered as all availed PRIs are down.	Request UIDAI to amend the TFN scope as below: "In case of 100 % TFN service is not working, post handing over of the call to shortlisted service provider network, It shall be considered as all availed PRIs are down	As per RFP, PI refer to section-III part-I , page 34 of the RFP.
23	34	Section-III	5.4	Downtime -" is defined as availed PRI/PRI(s) is /are down. If the TFN service is unavailable, it will be treated as all PRI's are down. It can be further clarified as, a) In case one or more availed PRIs are down. It shall be considered as downtime in proportionate ratio. b) In case of 100 % TFN service is not working, It shall be considered as all availed PRIs are down.	please clarify that this clause is confined only to UIDAI required services at Manesar and Bangalore and measurement of outbound PRI services will be done separately	As per RFP, PI refer to section-III part-I , page 34 of the RFP.

24	35	Section-III	6	<p>INFORMATION SECURITY GUIDELINES:</p> <ul style="list-style-type: none"> · Patch Management <ol style="list-style-type: none"> 1. The TSP shall ensure that the network devices should be updated with latest firmware and security patches on all the devices and systems performing the services. 2. The TSP shall follow the processes, as approved by the UIDAI, for performing updates. <ul style="list-style-type: none"> · Incident Management : <ol style="list-style-type: none"> 1. The TSP shall have an alert mechanism for handling the occurrences of malicious events such as eavesdropping, masquerading, denial of service attacks etc. 2. The TSP shall have a prevention mechanism for handling operation and configuration vulnerabilities. 3. The TSP shall be responsible for reporting any security weaknesses, any 	<p>Please clarify the ask in the said clause.</p> <p>These are PRI lines and we donot have any mechanism for eaves dropping, Denial of Service attack etc.Request UIDAI to remove this clause</p>	<p>As per RFP, PI refer to section-III part-I , page 35 of the RFP.</p>
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				incidents, possible misuse or violation of any of the security guidelines to UIDAI immediately.		
25	37	Section-III	1	Commencement of services: The Service Provider shall begin carrying out the Inbound/outbound Services not later than 28 days after signing of the Contract failing which the purchaser shall impose penalty.	please clarify if the same timelines are being extended for shifting of any Inbound/outbound services	As per RFP, PI refer to section-III part-II , page 37 of the RFP.
26	38	Section-III	3	Augmentation of PRIs (Inbound & outbound): Within 7 days from the date of receiving a formal intimation (email or letter) from UIDAI	request the timelines to be extended to 28 days	PI refer to section-III part-II , page 38 of the RFP.
27	39	Section-III	3	Augmentation of PRIs (Inbound & outbound): Delay of every day from the date of	penalty should be applicable if work is not completed within the stipulated timelines	Penalty will be applicable for delay of every day beyond the 7 th day of receiving formal intimation for augmentation of PRIs.

				receiving a formal intimation (email or letter) from UIDAI.		
28	39	Section-III	4	Provisioning /Movement of PRI (Outbound): Within 21 days from the date of receiving a formal intimation (email or letter) from UIDAI	request the timelines to be extended to 56 days	As per RFP further clarified, Penalty will be applicable for delay of every day beyond the 21 st day of receiving formal intimation for Provisioning/Movements of PRIs
29	40	Section-III	SLA	For Toll Free Number service provided to stakeholders, the selected service provider will ensure that on an average, the service is availability of at least 99.50% for each Calendar Month ("Average Monthly Network Availability"). Annexure –VI may be referred for calculation purpose.	request this clause to be amended to: " 99.50% availability on the IN platform in the Toll free service	As per RFP, PI refer to section-III part-II , page 40 of the RFP.
30	40	Section-III	SLA	For Toll Free Number service provided to stakeholders, the selected service provider will ensure that on an average, the service is availability of at least 99.50% for each Calendar Month ("Average	This SLA shall be applicable for services offered by bidder and will not be limited to any hardware/ services which are not offered by Bidder. Please confirm	As per RFP, PI refer to section-III part-II , page 40 of the RFP.

				Monthly Network Availability”). Annexure –VI may be referred for calculation purpose		
31	40	Section-III	SLA	<p>In the event that, for a particular Calendar Month, Average Monthly Network Availability falls below 99.50% below are the penalty slabs: -</p> <p>Average Monthly Network Availability(AMNA) Penalty Slab</p> <p>AMNA >= 99.50% NIL</p> <p>99.50% >AMNA >= 99.35% 5%(monthly billed value)</p> <p>99.35% > AMNA>= 99.20% 10%(monthly billed value)</p> <p>99.20% >AMNA >= 99.00% 15%(monthly billed value)</p> <p>99.00%>AMNA >= 98.00% 20%(monthly billed value)</p> <p>AMNA < 98.00% 25%(monthly billed value)</p> <p>Downtime -” is defined as availed PRI/(s) is /are down. If the TFN service is unavailable,</p>	request the uptime slab to have a range of minimum 0.5% and then penalty to be calculated accordingly. For eg : >=99.0% to <=99.49; 5% monthly billed value	As per RFP, PI refer to section-III part-II , page 40 &41 of the RFP.

S.no	Page No. of RFP	Section	Clause.	RFP Statement	Query	Response /Clarification by UIDAI
32	30	Section-III	SECTION-III: SCOPE OF WORK	(b) UIDAI's CCF locations for Out-bound calls. The current Contact centre location(s) for providing Outbound connectivity are: <ul style="list-style-type: none"> • Pune • Jamshedpur • Kolkata • Hyderabad 	Please provide the exact location addresses along with contact details of all the locations so that proper feasibility can be conducted before the rates can be quoted.	Refer to Clarification point number 7
33	30	Section-III	SECTION-III: SCOPE OF WORK	Note: In future, UIDAI may plan to add or migrate to new data centre location(s). The selected TSP shall provide the required PRI connectivity's to UIDAI data centre location(s), at no extra cost to UIDAI.	Request you to please specify the exact location of new DC where PRI connectivity is to be provisioned.	Refer to Clarification point number 5
34	37	Section-III	Commencement of services (Page 37)	The Service Provider shall begin carrying out the Inbound/outbound Services not later than 28 days after signing of the Contract failing which the purchaser shall impose penalty	The Service Provider shall begin carrying out the Inbound/outbound Services not later than 40 days after signing of the Contract failing which the purchaser shall impose penalty	As per RFP, PI refer to section-III part-II , page 37 of the RFP.

35	37	Section-III	Commencement of services (Page 37)	Delay of every day from 28th day from the date of signing the contract between the Purchaser and the Service Provider. Rupees 15000 per day of delay. Capped at maximum of Rupees 15 Lakh.	Delay of every day from 40th day from the date of signing the contract between the Purchaser and the Service Provider. Rupees 2000 per day of delay. Capped at maximum of Rupees 3 Lakh.	As per RFP, PI refer to section-III part-II , page 37 of the RFP
36	37	Section-III	Execution of Cutover & Transition plan (Page 37)	Service Provider shall complete the Transition plan within 84 days Contract failing which the purchaser shall impose penalty Within 84 days (including 84 Day)days from the date of signing the contract between the Purchaser and the Service Provider NIL	Service Provider shall complete the Transition plan within 100 days Contract failing which the purchaser shall impose penalty Within 100 days (including 100th Day)days from the date of signing the contract between the Purchaser and the Service Provider NIL	As per RFP, PI refer to section-III part-II , page 37 of the RFP
37	38	Section-III	Execution of Cutover & Transition plan (Page 38)	Delay of every day from 84th day from the date of signing the contract between the Purchaser and the Service Provider. Rupees 15000 per day of delay. Capped at maximum of Rupees 15 Lakh.	Delay of every day from 100th day from the date of signing the contract between the Purchaser and the Service Provider. Rupees 5000 per day of delay. Capped at maximum of Rupees 5 Lakh.	As per RFP, PI refer to section-III part-II , page 38 of the RFP

38	38	Section-III	Augmentation of PRIs (Inbound & outbound)(Page 38)	Increase in the number of PRIs after receiving a formal intimation (email or letter) from UIDAI. Within 7 days from the date of receiving a formal intimation (email or letter) from UIDAI.	Increase in the number of PRIs after receiving a formal intimation (email or letter) from UIDAI. Within 14 days from the date of receiving a formal intimation (email or letter) from UIDAI. Within 14 days (including 14th day) from the date of receiving a formal intimation Nil	refer to clarification point number 26
39	39	Section-III	Augmentation of PRIs (Inbound & outbound)(Page 39)	Delay of every day from the date of receiving a formal intimation (email or letter) from UIDAI. Rupees 10,000 per day of delay.No Maximum Cap	Delay of every day after 14 days from the date of receiving a formal intimation (email or letter) from UIDAI. Rupees 2,000 per day of delay. Maximum Cap of ruppees 10,000	As per RFP, PI refer to section-III part-II , page 39 of the RFP
40	39	Section-III	Provisioning /Movement of PRI (Outbound)(Page 39)	Provisioning /Movement of PRIs after receiving a formal intimation (email or letter) from UIDAI Within 21 days from the date of receiving a formal intimation (email or letter) from UIDAI	Provisioning /Movement of PRIs after receiving a formal intimation (email or letter) from UIDAI Within 30 days from the date of receiving a formal intimation (email or letter) from UIDAI	PI refer to section-III part-II , page 39 of the RFP
41	40	Section-III	Provisioning /Movement of PRI (Outbound)(Page 40)	Within 21 days from the date of receiving a formal intimation (email or letter) from UIDAI Rupees 10,000 per day of delay.No	Within 30 days from the date of receiving a formal intimation (email or letter) from UIDAI Rupees 2,000 per	As per RFP, PI refer to section-III part-II , page 40 of the RFP

				Maximum Cap	day of delay. Maximum Cap of ruppes 10,000	
42	40	Section-III	SLA (II) (Page 40)	<p>SLA (II) This operational SLA shall be applicable from commencement of Services. For Toll Free Number service provided to stakeholders, the selected service provider will ensure that on an average, the service is availability of at least 99.50% for each Calendar Month (“Average Monthly Network Availability”). Annexure –VI may be referred for calculation purpose.</p>	<p>The impacted service as DC-DR topology as mentioned in the tender document means, at any of the location Toll free Number should be working for the uptime required as per RFP for 99.5% uptime. If the combined DC-DR topology is not taken for calculation of uptime, we request that the uptime for individual locations be kept at 98.5% so that the combined uptime will be 99.5%. DC-DR Topology means that if inbound at DC is impacted then automatically all inbound Traffic will be routed to DR vice versa.</p>	As per RFP, PI refer to section-III part-II , page 40&41 of the RFP

43	33	Section-III	Penalty for SLA Non-Conformance: clause 9 pg 33	<p>In the event that, for a particular Calendar Month, Average Monthly Network Availability falls below 99.50% below are the penalty slabs: -</p> <p>Average Monthly Network Availability(AMNA)</p> <p>Penalty Slab</p> <p>AMNA >= 99.50% NIL</p> <p>99.50% >AMNA >= 99.35% 5%(monthly billed value)</p> <p>99.35% > AMNA>= 99.20% 10%(monthly billed value)</p> <p>99.20% >AMNA >= 99.00% 15%(monthly billed value)</p> <p>99.00%>AMNA >= 98.00% 20%(monthly billed value)</p> <p>AMNA < 98.00% 25%(monthly billed value)</p>	<p>In the event that, for a particular Calendar Month, Average Monthly Network Availability falls below 98.50% below are the penalty slabs: -</p> <p>Average Monthly Network Availability(AMNA)</p> <p>Penalty Slab</p> <p>AMNA >= 98.50% NIL</p> <p>98.50% >AMNA >= 98.35% 1%(monthly billed value)</p> <p>98.35% > AMNA>= 98.20% 2%(monthly billed value)</p> <p>98.20% >AMNA >= 97.00% 3%(monthly billed value)</p> <p>97.00%>AMNA >= 96.00% 5%(monthly billed value)</p> <p>AMNA < 96.00% 10%(monthly billed value)</p> <p>Maximum Capping of 12%</p>	As per RFP, PI refer to section-III part-II , page 41 of the RFP
44	23	Section-II	PART-II: DATA SHEET (page 23)	Amount of EMD is Rs. 80 Lakh	Request to lower the amount of EMD to 30 Lakhs OR Request UIDAI to allow the bidder to submit the BID securing declaration instead of EMD as has been the case	As per RFP, PI refer to section-II part-II , page 23 of the RFP

					various other UIDAI Tenders. e.g (UIDAI Tender no. "T-11014/18/2017-Tech", "T-11014/72/2018-Tech" etc)	
45	30	Section-III	Page 30	<p>(a) To both the UIDAI Data centers for In-bound calls. UIDAI DATA CENTRE ADDRESSES CA Site, No-1, NTI Layout, Rajiv Gandhi Nagar, Tata Nagar Entrance, Kodigehalli, Bangalore – 560092 Plot No.1, Sector M2, IMT, Manesar Gurgaon, Haryana – 122050 Note: In future, UIDAI may plan to add or migrate to new data centre location(s). The selected TSP shall provide the required PRI connectivity's to UIDAI data centre location(s), at no extra cost to UIDAI.</p> <p>(b) UIDAI's CCF locations for Out-bound calls. The current Contact centre location(s) for providing Outbound connectivity are:</p> <ul style="list-style-type: none"> · Pune · Jamshedpur · Kolkata · Hyderabad <p>Note: 1.1 These CCF locations are</p>	<p>(a) To both the UIDAI Data centers for In-bound calls. UIDAI DATA CENTRE ADDRESSES CA Site, No-1, NTI Layout, Rajiv Gandhi Nagar, Tata Nagar Entrance, Kodigehalli, Bangalore – 560092 Plot No.1, Sector M2, IMT, Manesar Gurgaon, Haryana – 122050 Note: In future, UIDAI may plan to add or migrate to new data centre location(s). The selected TSP shall provide the required PRI connectivity's to UIDAI data centre location(s), should be at actual shifting cost `to UIDAI.</p> <p>(b) UIDAI's CCF locations for Out-bound calls. The current Contact centre location(s) for providing Outbound</p>	As per RFP, PI refer to section-III part-I , page 30 of the RFP

				<p>indicative. List of final location will be shared with selected TSP.</p> <p>1.2 During the contract duration TSP might be required to augment or shift the PRIs within UIDAI CCF Locations at no extra cost.</p>	<p>connectivity are:</p> <ul style="list-style-type: none"> · Pune · Jamshedpur · Kolkata · Hyderabad <p>Note:</p> <p>1.1 These CCF locations are indicative. List of final location if shared right now will be helpful for Financial Bid</p> <p>1.2 During the contract duration TSP might be required to augment or shift the PRIs within UIDAI CCF Locations should be at actual shifting cost `to UIDAI.</p>	
46	25	Section-III	<p>PART-III: ELIGIBILITY CRITERIA point3 (page 25)</p>	<p>Should not have defaulted on any bank/institutions loan in the past. Certification by the Authorized signatory of the Company</p>	<p>The Telecom Service Industry is under huge financial stress, that has even been acknowledged by Govt. of India. In such scenario most of the TSP's are defaulting on the payments. This clause will hinder will make many TSP's inelligible thereby restricting the competition. Request to please remove this clause.</p> <p>UIDAI has deleted another</p>	<p>As per RFP, PI refer to section-II part-III , page 25 of the RFP</p>

					similar clause viz : "Default in payment of Statutory dues or Liabilities" in this tender which was the part of the Eligibility criteria in the last Tender for the same services	
47	30	SECTION -III: SCOPE OF WORK	1. PURPOSE AND BACKGROUND	(b) UIDAI's CCF locations for Out-bound calls. The current Contact centre location(s) for providing Outbound connectivity are: · Pune · Jamshedpur · Kolkata · Hyderabad	Please confirm how many PRI's are required for each year so we can check feasibility and include in final proposal.	It is responsibility of the selected TSP to provide adequate number of PRI lines to meet SLA requirements and to cater the call traffic.
48	30	SECTION -III: SCOPE OF WORK	2. GENERAL REQUIREMENTS	2.1 The selected service provider shall provide necessary PRI lines, at no charge to the Purchaser, to the purchaser's Data Centre location listed above .	Please confirm how many PRI's are required for each year so we can check feasibility and include in final proposal.	refer to clarification point number 47
49	30	SECTION -III: SCOPE OF WORK	2. GENERAL REQUIREMENTS	2.2 The selected service provider shall provide the required PRI connectivity's to both Data Centers.	Please provide confirm address for DC and DR location so we can check feasibility and capex involved in case DC/DR location is not connected	As per RFP, PI refer to section-III part-I , page 30 of RFP
50	31	SECTION -III: SCOPE OF WORK	2. GENERAL REQUIREMENTS	2.4 Service areas include setup, installation and maintenance of all hardware including incoming & outgoing SS7/SIP (PRI) links &	Please clarify what type of manpower services are required . Also provide the socpe of Bidder for integration.	As per RFP, PI refer to section-III part-I , page 31 of the RFP

				software component. It also includes manpower services, if any.		
51	31	SECTION -III: SCOPE OF WORK	2. GENERAL REQUIREMENTS	2.5 TFN Security and privacy aspects to be taken care as per applicable laws.	Please share specific point which needs to be considered	As per RFP, PI refer to section-III part-I , page 31 of the RFP
52	31	SECTION -III: SCOPE OF WORK	2. GENERAL REQUIREMENTS	2.6 Adequate number of PRI lines /Links and hardware to be provisioned to handle Calls Traffic	Please confirm how many PRI's are required for each year so we can check feasibility and include in final proposal.	It is responsibility of the selected TSP to provide adequate number of PRI lines to meet traffic utilization
53	32	SECTION -III: SCOPE OF WORK	4. PROJECT TIMELINES	The Service Provider shall begin carrying out the Inbound/ outbound Services not later than 28 days after signing of the Contract.	Request you to increase delivery time line to 6-8 Weeks as DC, DR Location might require ROW permission in case of non connected location .	As per RFP, PI refer to section-III part-I , page 32 of the RFP
54	33	SECTION -III: SCOPE OF WORK	5. REPORT REQUIREMENTS	5.2 CALL DETAIL REPORT: - The selected service provider shall submit by the 5th business day of each month, a call detail report to the purchaser, which shall include the following for each call:	Report submission should be through Email or it can be fetched through portal.	As per RFP, PI refer to section-III part-I , page 33 of the RFP
55	35	SECTION -III: SCOPE OF WORK	6. INFORMATION SECURITY GUIDELINES	1. The TSP shall have an alert mechanism for handling the occurrences of malicious events such as eavesdropping, masquerading, denial of service attacks etc.	As bidder is providing only PRI and Toll Free services Attack to be monitored & mitigated at UIDAI or its IVR service provider end .	As per RFP, PI refer to section-III part-I , page 35 of the RFP

56	35	SECTION -III: SCOPE OF WORK	6. INFORMATION SECURITY GUIDELINES	2. The TSP shall have a prevention mechanism for handling operation and configuration vulnerabilities.	As bidder is providing only PRI and Toll Free services Attack to be monitored & mitigated at UIDAI or its IVR service provider end .	As per RFP, PI refer to section-III part-I , page 35 of the RFP
57	35	SECTION -III: SCOPE OF WORK	6. INFORMATION SECURITY GUIDELINES	3. The TSP shall be responsible for reporting any security weaknesses, any incidents, possible misuse or violation of any of the security guidelines to UIDAI immediately.	As bidder is providing only PRI and Toll Free services Security measures to be monitored & configured at UIDAI or its IVR service provider end .	Refer to clarification point number 56
58	35	SECTION -III: SCOPE OF WORK	6. INFORMATION SECURITY GUIDELINES	· Patch Management 1. The TSP shall ensure that the network devices should be updated with latest firmware and security patches on all the devices and systems performing the services. 2. The TSP shall follow the processes, as approved by the UIDAI, for performing updates.	Updates and patches are provided by OEM on basis of operation & maintenance activities . Also all patches /update cannot be implemented without assement . Please provide UIDAI process for Updates .	Refer to clarification point number 56
59	36	SECTION -III: SCOPE OF WORK	PART-II: SERVICE LEVEL AGREEMENT	3. The Purchaser or its designated officials or designated third party shall have the right to conduct call quality and process audit of the Service Provider, at any point of time, in respect of SLA or any other parameters at any time without prior notice.	UIDAI can test PRI quality of Services at UIDAI location . Bidders Processes are internal so it cannot be audited .	As per RFP, PI refer to section-III part-I , page 36 of the RFP

60	37	SECTION -III: SCOPE OF WORK	PART-II: SERVICE LEVEL AGREEMENT	1. Commencement of services The Service Provider shall begin carrying out the Inbound/outbound Services not later than 28 days after signing of the Contract failing which the purchaser shall impose penalty. Rupees 15000 per day of delay. Capped at maximum of Rupees 15 Lakh.	Delivery timeline should be 6-8weeks and penalty should be not more then 1000 Rs per week capped at 5 times of week penalty.	As per RFP, PI refer to section-III part-II , page 37 of the RFP
61	37	SECTION -III: SCOPE OF WORK	PART-II: SERVICE LEVEL AGREEMENT	1. Commencement of services Delay of every day from 28th day from the date of signing the contract between the Purchaser and the Service Provider Rupees 15000 per day of delay. Capped at maximum of Rupees 15 Lakh.	Delivery timeline should be 6-8weeks and penalty should be not more then 1000 Rs per week capped at 5 times of week penalty .	As per RFP, PI refer to section-III part-II , page 37 of the RFP
62	38	SECTION -III: SCOPE OF WORK	PART-II: SERVICE LEVEL AGREEMENT	2.Execution of Cutover & Transition plan Delay of every day from 84th day from the date of signing the contract between the Purchaser and the Service Provider Rupees 15000 per day of delay. Capped at maximum of Rupees 15 Lakh.	Cut over is dependent on other external factors which may not be in bidders control , penalty should be removed in this case .	PI refer to section-III part-II , page 38 of the RFP
63		SECTION -III: SCOPE OF WORK	PART-II: SERVICE LEVEL AGREEMENT	3.Augmentation of PRIs (Inbound & outbound) days (including 7th day) from the date of receiving a formal intimation(email or letter) from UIDAI.	As this new PRI Order , Delivery period should be 6-8 weeks .Delivery timeline should start after fomal PO ,CAF & after submission	As per RFP, PI refer to section-III part-II , page 38 &39 of the RFP

				Delay of every day from the date of receiving a formal intimation (email or letter) from UIDAI. Rupees 10,000 per day of delay. No Maximum Cap	of documentation work . penalty should be not more then 1000 Rs per week capped at 5 times of week penalty .	
64		SECTION -III: SCOPE OF WORK	PART-II: SERVICE LEVEL AGREEMENT	4.Provisioning /Movement of PRI (Outbound) Within 21 days (including 21 th day) from the date of receiving a formal intimation (email or letter) from UIDAI. Delay of every 21th day from the date of receiving a formal intimation (email or letter) from UIDAI Rupees 10,000 per day of delay. No Maximum Cap	As this Shifting Order , Delivery period should be 6-8 weeks .Shifting timeline should start after fomal PO ,CAF & after submission of documentation work . Penalty should be not more then 1000 Rs per week capped at 5 times of week penalty .	As per RFP, PI refer to section-III part-II , page 39 &40 of the RFP
65		SECTION -III: SCOPE OF WORK	SLA (II)	In the event that, for a particular Calendar Month, Average Monthly Network Availability falls below 99.50% below are the penalty slabs: -	Request removal of clause as SLA cannot be committed on PRI connectivity .	As per RFP, PI refer to section-III part-II , page 40 of the RFP
66		SECTION -IV	1.3 Law Governing Contract	The bidder and the vendor in the provision of its services under the contract shall be governed at all times by the provisions of Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 and the regulations framed there under as amended from time to time.	Require clarity on Aadhar Act's application on the services rendered by the bidder under this RFP.	As per RFP, PI refer to section-IV part-I , page 44 of the RFP

				Notwithstanding anything contained therein, if the bidder/vendor contravenes any provisions of Aadhaar Act, 2016 and the regulations framed there under, as applicable to the services rendered under this RFP/ Contract, the bidder/vendor shall be liable to applicable penal provisions prescribed therein, in addition to, the penalties/provisions provided in this RFP/contract.		
67		SECTION -IV	1.9.2 Measures to be taken by Purchaser	(a) The Purchaser may terminate the contract if it determines at any time that representatives of the Service Provider were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract, without the Service Provider having taken timely and appropriate action satisfactory to the Purchaser to remedy the situation; (b) The Purchaser may also apply sanction against the Service Provider, including declaring the Service Provider ineligible, either indefinitely or	Suggest any of the measures by Purchaser be preceded with due process being followed and opportunity of being heard being provided to Service Provider and its employees and representatives.	As per RFP, PI refer to section-IV part-I , page 46 of the RFP

				for a stated period of time, to be awarded a contract if it at any time determines that the Service Provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Purchaser financed contract.		
68		SECTION -IV	2.2 (b)	UIDAI's termination for convenience	Propose omission of this clause as it would adversely affect the Service Provider.	As per RFP, PI refer to section-IV part-I , page 48 of the RFP
69		SECTION -IV	8.2 Arbitration		Propose the sole arbitrator be appointed with the mutual consent of UIDAI and the Service Provider	As per RFP, PI refer to section-IV part-I , page 65 &66 of the RFP
70		SECTION -IV	10.1	The Service Provider shall comply with the provisions of Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016; IT Act 2000 and other related Laws/Acts /Policies/ Guidelines/Regulation , etc. including the amendments thereof particularly with respect to data confidentiality and privacy	Propose omission of this clause as it would adversely affect the Service Provider.	As per RFP, PI refer to section-IV part-I , page 67 of the RFP

71		SECTION -IV	NDA- Clause 12	<p>This Agreement, its meaning and interpretation, and the relation between the Parties shall be governed by the applicable laws of India. The Recipient in the provision of its services under the contract shall be governed at all times by the provisions of Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 and the regulations framed there under as amended from time to time.</p> <p>Notwithstanding anything contained therein, if the Recipient contravenes any provisions of Aadhaar Act, 2016 and the Regulations framed thereunder, as applicable to the services rendered under the RFP and / or this Agreement, the Recipient shall be liable to applicable penal provisions prescribed therein, in addition to, the penalties/provisions provided in this Agreement.</p>	Propose omission of this clause with respect to the applicability of Aadhaar Act and rules on the services rendered by the Service Provider under this RFP.	As per RFP, PI refer to section-V, page 91 of the RFP
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72		SECTION -IV	NDA- Clause 5	The Bidder agrees to indemnify the Authority against any and all losses, damages, claims, or expenses incurred or suffered by the Authority as a result of the Bidder's breach of this Agreement.	Propose removal of the indemnity clause (clause no. 5) as already covered in the GCC.	As per RFP, PI refer to section-V, page 89 of the RFP
73		SECTION -IV	Payment for Services	The Purchaser shall make the payment within 45 days of receiving the invoice from the Service Provider.	Request to please modify the clause as below: "The Purchaser shall make the payment within 30 days of receiving the invoice from the Service Provider."	As per RFP, PI refer to section-IV, page 64 of the RFP

S. No.	Page No. of RFP	Section	Clause	RFP Statement	Query	Response / Clarification
74	17	II	6. Taxes	iii) If there is any reduction or increase in duties and taxes due to any reason whatsoever after submission of Bid by the Bidder, the same shall be passed on to the Purchaser or SP	The present taxes will be quoted in the bid. It is requested to allow any revision in the taxes by Government (either reduction or increase) to pass on the purchaser (i.e. GST as applicable will be in accordance to Govt. notification from time to time & borne by UIDAI)	As per RFP, PI refer to section-II , page 17 of the RFP

				respectively.		
75	18	II	7	Earnest Money Deposit (EMD)	BSNL being a 100 % government owned CPSE, it may be exempted from submission of EMD.	As per RFP, PI refer to section-II , page 18 of the RFP
76	26	II	Part III: Eligibility Criteria	9. Annual Reports for the last three financial years.	The annual report is of large size (hundreds of pages) and will be difficult to upload on CPPP portal. It is requested to allow to upload the Balance Sheet and Profit & Loss Statement for the last three financial years on the portal instead of complete annual report.	Yes
77	30	III	1	The selected Telecom Service Provider (TSP) has to provide PRI connectivity's (over SS7 / SIP or latest technology compatible with UIDAI system.	Please mention the no. of PRI lines required at each location including mechanism for determination of required number of PRI lines or its augmentation at each location. Else, requested to kindly provide the number of PRI lines working at present at each locations for costing estimation purpose.	Refer to clarification point number 13
78	30	III	1 (a)	Note: In future, UIDAI may plan to add or migrate to new data centre location(s) . The selected TSP shall provide the required	Addition or migration of data center location has financial implications. If the circuit is not feasible at the new location, the cost required to make the circuit feasible will be borne by UIDAI under one-time charge.	Refer to clarification point number 45

				PRI connectivity's to UIDAI data centre location(s) , at no extra cost to UIDAI.		
79	30	III	1 (b)	<p>UIDAI's CCF locations for Out-bound calls. The current Contact centre location(s) for providing Outbound connectivity are: Pune Jamshedpur Kolkata Hyderabad</p> <p>Note: 1.1 These CCF locations are indicative. List of final location will be shared with selected TSP. 1.2 During the contract</p>	<p>The exact address details of the CCF locations are required for getting feasibility information of the location. It is also needed for determination of cost implication as well as time-line for providing the links.</p> <p>Shifting of location has financial implications. If the circuit is not feasible at the new location, the cost required to make the circuit feasible will be borne by UIDAI under one-time charge.</p>	Refer to clarification point number 7 and 45.

				duration TSP might be required to augment or shift the PRIs within UIDAI CCF Locations at no extra cost.		
80	21	II	14. Award of Contract	<p>iii) The Bidders are expected to commence (In-bound and Outbound services) within 28 days of signing the Contract. In case the winning Bidder fails to start the assigned work within 28 days of signing of Contract. In case the winning Bidder fails to start the</p>	<p>It is requested to increase the time line of inbound services from 28 days to 45 days. For outbound services also, time line may increase from 28 days to 45 days.</p> <p>CCF location address has not been provided by UIDAI as well as shifting cases of UIDAI locations. In these cases, media laying may require to make the location feasible. The media laying time-frame depends on the RoW permissions from different authorities besides other factor. In case media of TSP is not available, the delay in provisioning of links / services due to permission issues of different authorities for making the location feasible may please be excluded from penalty.</p>	As per RFP, , PI refer to section-II part-I, page 21 of the RFP

				assigned work thing 28 days of signing of Contract, the purchase shall impose penalty. The Purchaser may also cancel the award of work to the lowest bidder and negotiate with the next lowest bidder, as the case may be, for award of work.		
81	38-39	III	Part-II	3. Augmentation of PRIs (Inbound & outbound)	It is requested that formal intimation may be in letter form and increase the time line from 7 days to 15 days. It is requested to keep the penalty in this case less than Rs 5000/- per day with a capping of Rupees 1 lakh.	As per RFP, PI refer to section-III part-II , page 38-39 of the RFP
82	39-40	III	Part-II	3. Provisioning / Movement of PRI (Outbound)	It is requested that formal intimation may be in letter form and increase the time line from 21 days to 45 days. It is requested to keep the penalty in this case less than Rs 5000/- per day with a capping of Rupees 1 lakh.	As per RFP, PI refer to section-III part-II , page 39-40 of the RFP
83	57	IV	3.5	Insurance to be Taken Out by the Service	BSNL is a CPSE and same is difficult to obtain. PSUs may be exempted for this clause PSUs.	As per RFP, PI refer to section-IV , page 57 of the RFP

				Provider		
84	63-64	IV	6.1	Payment for Services.	<p>Please mention the billing address. Whether UIDAI wants centralized / decentralized billing of the services.</p> <p>The payment may please be done by UIDAI within 30 days.</p>	<p>Billing address will be shared with selected service provider. Payment clause will be as per RFP , PI refer to section-IV , page 63-64 of the RFP</p>
85	64	IV	6.3(b)	The Service Provider shall provide a billing system that can compute price and penalties accessible to UIDAI.	<p>The extension of the billing system to the customer is not the standard practice. Hence this requirement may be deleted. BSNL will provide UIDAI softcopy / hardcopy of the invoices.</p>	<p>As per RFP, PI refer to section-IV , page 64 of the RFP</p>
86	71	IV	Part-II 3.5	The risks and the coverage shall be as follows---- -----	<p>Clause 3.5(a) appears to be irrelevant in the present tender.</p> <p>Moreover, BSNL is a CPSE, hence exemption against clause 3.5 may be allowed for PSUs.</p>	<p>As per RFP, PI refer to section-IV , page 71 of the RFP</p>
87	33	III	5.1	Performance report.	<p>Traffic report can be provided through mail (available format is as follows)</p> <p>Answered Busy Congestion no_reply other_failure premature_release</p>	<p>As per RFP, PI refer to section-III , page 33 of the RFP</p>

					acm_received Sum								
88	33	III	5.2	Call Detail Report	CDRs can be provided in the format given below <table border="1"> <tr> <td>Customer /Line#/ Calling#</td> <td>Called#</td> <td>Date</td> <td>Time</td> <td>Duration (HH:MM: SS)</td> <td>Units</td> <td>Call Charge (Rs.)</td> </tr> </table>	Customer /Line#/ Calling#	Called#	Date	Time	Duration (HH:MM: SS)	Units	Call Charge (Rs.)	As per RFP, PI refer to section-III , page 33 of the RFP
Customer /Line#/ Calling#	Called#	Date	Time	Duration (HH:MM: SS)	Units	Call Charge (Rs.)							
89	33- 34	III	5.3	Trouble (Maintena nce) Report	At Present manual fault booking through Email is available.	As per RFP, PI refer to section-III , page 33- 34 of the RFP							
90	24	II	2	Eligibility	The Bidder's Average annual turnover should be at least Rs 200 crore (Rupees Two Hundred Crore only) within India only, during the previous three financial years (2015- 2016, 2016-2017 & 2017-18). Email will be sent for relaxation	As per RFP, PI refer to section-II, page24 of the RFP							

-Sd-
ADG(CRM & Logistics)