

Replies to pre-bid Queries

(F. No. 14014/14/2017-Logistics-CRM)

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

Sl.	Reference in RFP	RFP statement	Query	Response/ Clarification by UIDAI
1.	Section-V, SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS, page 45-60	General query	It is our recommendation that this needs to be negotiated at the time of contract closure.	As per RFP
2.	SECTION-VI : GENERAL AND SPECIAL CONDITIONS OF CONTRACT Clause 2.2.2, page 65	Notwithstanding the duration of the contract stated in GC 2.4, UIDAI, reserves the right to terminate the contract at any time without prejudice or liability.	It is our recommendation that there needs to be a reasonable notice period of at least 6 months.	As per RFP
3.	SECTION-VI : Clause 2.9.1(l), page 69	If the Purchaser, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.	It is our request that this sub-clause be deleted or otherwise for this provision there needs to be sufficient time for termination and is also linked to point no.2 above. Further for termination for convenience UIDAI needs to reimburse cost and expenses incurred by the service provider for provision of services.	As per RFP
4.	SECTION-VI : Clause 2.9.1(m), page 69	In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause GC Clause 2.9.1, the Purchaser may procure, upon such terms and in	It is our request that the following needs to be delete "Service Provider shall be liable to the Purchaser for any additional costs for such similar services".	As per RFP

		such manner as it deems appropriate, services similar to those undelivered or not performed, and the Service Provider shall be liable to the Purchaser for any additional costs for such similar services. However, the Service Provider shall continue performance of the Contract to the extent not terminated.		
5.	SECTION-VI : Clause 2.9.2, page 69-70	Termination by the Service Provider	It is our request that the termination for convenience rights should be reserved by providing advance notice.	As per RFP
6.	SECTION-VI : Clause 2.9.5, page70	Upon termination of this Contract pursuant to Clauses GC 2.9.1 or GC 2.9.2,the Purchaser shall make the following payments to the Service Provider...	UIDAI needs to make the payment for all services rendered as per scope of work – further LD is any from service provider needs to be 45 days period as service provider receive payment within 45 days	As per RFP
7.	SECTION-VI : Clause 3.6(a) (ii), page72-73	periodically permit the Purchaser or its designated representative and/or the Purchaser, and up to five years from expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Purchaser or the Purchaser, if so required by the Purchaser. The Audit expenses shall be borne by the Service Provider.	It is mentioned that purchaser should permitted to inspect and make copies for up to 5 years from expiration / termination. It is our request that this be limited to 2 years post engagement period. Also we can provide dump on mutually agreed basis during the term to avoid post termination / expiry obligation. Please advise. Further it mentions that Audit expenses needs to be borne by Service Provider. Please clarify this point.	As per RFP.

8.	SECTION-VI : Clause 3.10 (i), Safety & Security of Data, Premises, location/site Page-74	The rogue behavior of the employees of Service Provider shall fall under the 'Unlimited liability' to the Service Provider.	This sub-clause needs to be deleted or in alternate it needs to be capped and cannot be kept unlimited.	As per RFP
9.	SECTION-VI : Clause 8.2(a), Page-77	Any dispute between the Parties arising out or in connection with this contract or in respect of any defined legal relationship associated therewith or derived there from, the Parties agree to submit that dispute to arbitration under the Arbitration and Conciliation Act, 1996 to be decided by a sole arbitrator. The authority to appoint the arbitrator shall be the Unique Identification Authority of India.	It is our understanding that the Arbitrator shall be appointed by parties jointly. If not, it our request that the arbitrator shall be appointed by both parties jointly.	As per RFP
10.	SECTION-VI : Clause 9.2, Page-78	The amount of liquidated damages for services under this Contract shall not exceed the Contract Price.	Liquidated damages amount needs to be reasonable and mutually acceptable and should not be the entire contract amount. It is request that this clause be modified.	As per RFP
11.	SECTION-VI : Clause 11.1(b) , Page-80	The aggregate liability of the Service Provider to the Purchaser whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price provided that	It is our request that limitation of liability needs to be reasonable and mutually acceptable and can be negotiated at the time of contract execution.	As per RFP

		<p>this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Service Provider to indemnify the Purchaser with respect to patent infringement or any third party claims .</p>		
12	<p>SECTION-VI : Clause 12.1 , Page-80</p>	<p>Miscellaneous Provisions</p>	<p>There needs to be an indemnity from UIDAI to the Service Provider if the Service Provider suffers any loss, damage, claim, litigation, demand, etc. for any act, omission, commission or any reason attributable to UIDAI.</p>	<p>As per RFP</p>
13.	<p>SECTION-VI : Special Conditions of contract Clause 6.3(7) , Page-82-83</p>	<p>Power to levy penalty: Notwithstanding anything in the RFP, if in the opinion of the Purchaser, any work done or service rendered by Service Provider is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to levy penalties as per the service levels defined. These powers to levy penalties shall be without prejudice to any other</p>	<p>It is our request that any decision on service deficiency be made as per the Scope of Work agreed to and not as per the “opinion” of UIDAI. We request that this clause be modified.</p>	<p>As per RFP</p>

		power/ right of the purchaser under this contract.		
14.	Section-IV Scope of Work, Part-I, 3- Resources On-boarding , (Trainers)Page - 37	Should have at least 3 years' experience in training in the field of soft skills and communications	Is 3 year training Experience for trainer mandate or it's good to have?	As per RFP
15.	Section-IV Scope of Work, Part-I, 3- Resources On-boarding , Page -37	Trainers - Should have at least 3 years' experience in training in the field of soft skills and communications	Trainer comes with BPO training experience, which is blended experience of Product & Softskill. Will this blended experience suffice the requirement to onboard trainer for the process?	Blended experience of Product, Softskill and communication is acceptable
16.	Section-IV Scope of Work, Part-I, 3- Resources On-boarding, Page -37	Trainers-Must be a graduate or higher in any discipline. Should be trained on COPC (or similar) methodology	COPC is call center operating framework used for process management and quality. Product & Softskill Trainers do not undergo this training as this is done typically by higher management. This is out of scope for us in this context and it will not be meaningful to onboard a trainer with this certification. It is our request that this requirement be removed.	As per RFP
17.	Section-V SLAs, KPIs, waivers and Projections, Part-I, One Time SLAs, Point no. 4, Page-48	Submission of training module & test process	It is our request that if minor changes are required in the training module post-handover of Module by UIDAI, like changing the few existing module or addition of 1 or 2 module or addition of softskill program then, 30 days is acceptable otherwise it may take time from 3 months to 6 months and 10,000 penalty needs to be removed.	As per RFP
18.	Section-V SLAs,KPIs,	Final submission of training	It is our request that if the training module	As per RFP, UIDAI will share first

	waivers and Projections, Part-I, One Time SLAs, Point no. 5, Page 48	module & test process.	has to be developed from the scratch then it could be a challenge to close within 30 days. Penalty of Rs. 10,000 per day needs to be removed.	version of training module with SP during orientation training pg 39
19.	Section - IV : Scope of Work S), page 31-44	(BUSINESS SERVICE	<p>It is mentioned that service provider will manage the following services in BAU on hosted model</p> <p>I. Handling inbound voice calls. II. Making outbound voice calls. III. Replying inbound E-mails. IV. Replying Inbound Chats. V. End-to-End Responsibility.</p> <p>With regards to the above please confirm the following</p> <p>It is our understanding that UIDAI will provide their Hosted Platform wherein end customer calling the short code of UIDAI i.e. 1947 will land at their Avaya systems and then will be routed to service provider over MPLS link. The Hosted platform is expected to have Avaya (Telecom) ACD/PBX with Call Logger (e.g. Nice or Verint or Avaya etc.), CRM Applications (integrated with Avaya ACD/PBX) having Email, Chat and other applications that are required to be used by service provider in BAU to facilitate the end customers. Please validate</p>	Yes. As per RFP
20.	Section - IV : Scope of Work), page 33	Infrastructure Technology The selected service provider shall	It is mentioned that "The selected service provider shall be responsible for	Yes UIDAI will provide rack space and hands and eye support and

		<p>be responsible for procurement and deployment of the routers (primary and secondary) at UIDAI's Main DC and DR. The selected service provider shall be responsible for maintenance of the routers placed in UIDAI's DC.</p> <p>The routers provided by the selected provider must have at least 1 Gigabyte FC multimode port.</p>	<p>procurement and deployment of the routers (primary and secondary) at UIDAI's Main DC and DR. The selected service provider shall be responsible for maintenance of the routers placed in UIDAI's DC." with regards to the same it is our understanding that UIDAI will provide the Rack Space and hands & Eye support as and when required to manage these routers which will also includes the visit of the authorised technical person(s) of service provider or its vendor/partner (basis the prior approval for scheduled maintenances and immediate approvals in emergency situation (major incidents)). Please confirm</p> <p>It is also expected that UIDAI will use their own Firewalls and rest of the IT Infra behind the Routers (provided by service provider) to secure their network and allow appropriate applications/infrastructure. Please validate</p>	<p>permissions for visit to UIDAI data centre. UIDAI will provide other infrastructure behind router at its DC.</p>
21.	Section - IV : Scope of Work), page 33	<p>Infrastructure Technology</p> <p>The selected service provider shall provide the required space, infrastructure, etc... in its premises to install Media Gateway for outbound dialing.</p>	<p>It is mentioned that "The selected service provider shall provide the required space, infrastructure, etc... in its premises to install Media Gateway for outbound dialing." with regards to the same, it is our understanding that Media Gateway(s) with outbound PRI Lines (as required basis the outbound call volume) will be provided by UIDAI that service provider will deploy at</p>	<p>Yes UIDAI will provide media gateway and PRIs as per RFP. Outbound call recording will also be facilitated by UIDAI.</p>

			their delivery center and OB PRI will be terminated on the same. it is also expected that Outbound calls will be recorded by UIDAI either remotely (by having media gateway registered on their Avaya system) or they will deploy local Call recording server along with the media gateway. Please validate	
22.	Section - IV : Scope of Work (INFRASTRUCTURE & TECHNOLOGY), Page-35	The selected service provider is required to provide Avaya One-X Agent soft phone. The selected service provider has to procure the Avaya One-X Agent licenses in the name of UIDAI (The one-X agent licenses are returnable after the expiry of the contract, the selected service provider will be required to co-ordinate with Avaya for this process) to be installed at both UIDAI's DCs.	It is mentioned under "Softphone" that "The selected service provider is required to provide Avaya One-X Agent soft phone. The selected service provider has to procure the Avaya One-X Agent licenses in the name of UIDAI (The one-X agent licenses are returnable after the expiry of the contract, the selected service provider will be required to co-ordinate with Avaya for this process) to be installed at both UIDAI's DCs." with regards to the same we have checked with Avaya and there may be some legal and technical issues to procure the One-X Licenses by the service provider on the name of UIDAI and get that deployed in their Avaya CM. Could service provider suggest to UIDAI to procure these soft phone (One-X) licenses of their own and extend the same to service provider likewise other applications and CRMs. Please confirm	As per RFP.
23.	Section - IV : Scope of Work	Security Requirements for Contact Center	3. All assets used by Contact Center (business applications such as Avaya IP	UIDAI will provision for tools such as CRM and AVAYA. Any other

	<p>7.1 Page-42</p>		<p>Phone- One X, operating systems, databases, network etc.) for the purpose of delivering services to UIDAI shall be identified, labeled and classified. We assume that the above statement is generic and refers to do the asset management for the devices/software used by service provider for UIDAI as we do not see any database that will be provided by service provider for the program being a hosted model wherein UIDAI is expected to provide all CRMs and Telecom Infra. Its only the Endpoints and related network infra that service provider will provide. Please validate</p>	<p>asset used by SP (such as desktop, router, pen drive, IP phone etc.) which is used to process or store UIDAI data need to be identified, labelled and classified by SP. It is expected that the SP shall maintain an asset inventory, recording details of asset used (such as asset number, asset type, asset owner etc). In case, database (for example) is not used by SP to process or store any UIDAI data, then the database shall not be recorded as part of asset inventory. However, in future if database is deployed by SP, then the database needs to be identified, labelled and classified. For e.g. call records may be stored by SP in some form of Database. SP is expected to provide endpoints and related infrastructure as per RFP.</p>
24.	<p>Section - IV : Scope of Work 7.1 Page-43</p>	<p>Security Requirements for Contact Center Call logs of the critical user-activities, exceptions and security events shall be enabled and stored to assist in future investigations and access control monitoring;</p>	<p>Call logs of the critical user-activities, exceptions and security events shall be enabled and stored to assist in future investigations and access control monitoring; Service provider monitors the critical network devices and logs of Active directory and retain them for 2 months. Could UIDAI confirm if 2 months time period is okay for the logs to be retained or they will expect more?</p>	<p>Unless specified further by UIDAI through its policy, the calls logs or any others logs such as AD or network device shall be maintained by SP for a period of atleast 1 year. UIDAI will have the right to access such logs, in accordance with the procedure as may be specified by UIDAI. By call logs here it means the logs for</p>

				calls made by the residents. The retention period for call logs will be as per UIDAI's IS policy which will be shared with the selected Service Provider.
25.	Section - IV : Scope of Work 7.1 Page-43	Call recordings with resident identity information shall be encrypted;	Call recordings with resident identity information shall be encrypted; Since this is expected to be hosted telecom infra wherein UIDAI use their call recording system (e.g. NICE, Verint or Avaya etc.); hence it is our understanding that UIDAI will ensure the encryption of the calls within their systems as appropriate. service provider's Quality Assurance team will listen the calls over MPLS links from UIDAI's call recording system and do the monitoring and give feedback. Please confirm is our understanding is correct?	For the purpose of quality assessment by SP, Call recordings are made available in UIDAI database. It is often the case that QA team of SP downloads the recording from the database on local systems for the purpose of quality assessment. To ensure end to end security, SP is expected to encrypt the recording or any UIDAI data (processed by SP) on their local systems or wherever they transfer, store or process the data. This requirement is not just for call recordings but also any resident identity information that may be stored by SP such as Aadhaar number etc.

26.	Section - IV : Scope of Work 7.1 Page-43	End to end security testing of the Aadhaar related applications used by the contact center shall be provisioned by Contact center Service Provider. The testing results shall be shared with UIDAI annually or on need basis.	End to end security testing of the Aadhaar related applications used by the contact center shall be provisioned by Contact center Service Provider. The testing results shall be shared with UIDAI annually or on need basis. With regards to the above statement, please validate if UIDAI is expecting service provider to facilitate the security testing of CRM/Applications that will be provided by UIDAI over MPLS to service provider or it is referring to applications (if any) that will be provided by the service provider for the program? If the expectation is for the UIDAI applications, then UIDAI will have to shared the complete scope of work with number of applications, database used and other details to assess the feasibility and commercials of such VAPT test through 3rd Party QSA and authorised partners. Please confirm	SP is expected to perform the end to security testing of only those applications (used to provide services to UIDAI) that are owned by SP and hosted in its infrastructure.
27.	Section - IV : Scope of Work), page 33	LAN/ WAN Infrastructure Technology The selected service provider shall be responsible for procurement and deployment of the routers (primary and secondary) at UIDAI's Main DC and DR.	As per RFP service provider will provide the dedicated Routers at both DCs of UIDAI and will also keep the dedicated Routers and Firewalls to terminate the MPLS links at delivery center, however service partner will logically segregate the LAN via creation of a separate VLAN on	As per RFP, dedicated routers at both DCs and dedicated LAN at SP's premises have to be provided by the Service Provider. Additionally, SP shall be expected to ensure compliance to Information

			<p>common Core Infra (Core Switches) wherein Access switches and desktops will be dedicated to UIDAI program and any back office application like email, attendance etc. that are required by the service provider's employees working on this project will be allowed via firewall to limited and authorised users only? The design and configuration confirms compliance and is compliant to ISO 27001:2013 standards. Is that acceptable to UIDAI?</p>	<p>Security Policy of UIDAI which shall be shared by UIDAI with the selected SP.</p> <p>All measures should be in line with the policy of UIDAI.</p>
28.		Server Infra	<p>Service provider will provide common AD Domain with separate OU for the process for the program and all the role based access will comply to standard IT policies of service provider. Please confirm if this is acceptable to UIDAI?</p>	<p>UIDAI IS policy will be applicable that will be shared with the selected SP.</p> <p>Service provider must comply to the UIDAI IS policy.</p>
29.		Internet	<p>Please confirm if users will need access to the Internet for this program? If yes then what will be per user bandwidth required for this program? E.g. @ 50 Kbps per user or its only allowed to support users (e.g. TL, QA, Trainers, Managers etc.)</p>	<p>Internet access is governed by UIDAI IS policy.</p> <p>Agents shall be provided with limited access to internet. Access should be restricted to only UIDAI websites such as uidai.gov.in, resident.uidai.gov.in etc. Access to other websites shall be first discussed with and approved by UIDAI</p> <p>Service provider should have the capability to restrict further or</p>

				enhance based on business requirement to support UIDAI operations.
30.	Page 35	Software	Is there the need for any other software e.g. Microsoft office or any application to be installed on the agent desktops/End points that has to be facilitated by service partner? Could UIDAI share the applications list require to use by the agents or Support Staff in BAU?	Agent desktops should be facilitated with 1X agent license and browsers like IE and Chrome to access UIDAI CRM application etc. Requirements for other support staff will be shared with the selected SP.
31.	General Query	InfoSec Policies	Service Provider is ISO 27001:2013 certified company and adhere to all the guidelines with respect to the said standard and also comply with Information Technology Act 2000 and 2008 amendments. Other than that it is mentioned to comply with Aadhaar Act 2016 and Aadhaar Regulations 2016. Could service provide request UIDAI to share the Aadhaar act 2016 and Aadhaar regulation 2016 and any other policy that service provider supposed to comply with.	Aadhaar Act 2016 and Regulations framed there under are available on uidai.gov.in. UIDAI's IS policy will be shared with the selected SP.
32.	Page 39	Training	Please confirm the Duration of class room training.	As per RFP
33.	Page 39	Training	Would the Training period be billable to client? Please confirm.	No
34.		General Query	It is our understanding that the expected Hours Delivery per month per Agent would be 182 hours (FTE Definition). Please confirm.	It is a connect minute based RFP

35.		General Query	Please provide the span ratios for Manager Ops & MIS.	As per RFP
36.	Page 38		Can we cross utilize agents ? If Yes, Please specify all the LOB's wherein we can cross utilize Agents?	Not Applicable
37.		General Query	Please provide the no of FTEs seats required for each of the LOBs separately.	Not Applicable
38.	Section-III Technical Evaluation Criteria Page 26		What would be the preferred Location for Call Centre Operation?	No preferred location, Bidder may propose as per RFP
39.			Do we need BCP site & if yes please confirm the preferred location for the same?	Services need to be provided as per RFP
40.	Section-V, Operational SLAs Parameters, 2.9 Count of incorrect Responses, Page 54		Penalty on Count of Incorrect response would be inclusive of penalty capping of 10%, please confirm?	Yes
41.		General Query	Please share information on quality of English we would be looking at (Average skills, Good or Very Good, Excellent Skills).	Excellent skills
42.		General Query	Please specify the operating window for Outbound & Chat LOB	Operating window of Outbound is within government permitting timings. Operating window for chat to coincide with that of inbound.
43.	Section-IV SoW, Page 32	In future UIDAI may decide to include other languages as per the languages in the 8th schedule of Indian Constitution. The same	It is mentioned as "The selected service provider shall provide vernacular language agents of these languages at no extra cost to UIDAI". This needs to be mutually discussed as there might be extra cost	As per RFP

		will be notified through official communication two (2) months in Advance. The selected service provider shall provide vernacular language agents of these languages at no extra cost to UIDAI.	involved for hiring regional language resources.	
44.	Section-IV SoW, Page 31	In future UIDAI may decide to alter the operations hours. The same will be notified through official communication two (2) months in Advance. The selected service provider shall extend the operations hours at no extra cost to UIDAI.	It is mentioned as "The selected service provider shall extend the operations hours at no extra cost to UIDAI". This should be mutually discussed as their might be occurrence of extra cost if we increase the window of operational hours.	As per RFP
45.	Annexure II: Financial bid form Page 87-88	Rate for handling of Emails and Chat will be on per connect minute basis. The rate for every Resident inquiry/ grievance through email or Chat attended by the contact center and logged in the CRM system will be the same as the rate quoted by the Bidder for four (4) connect minutes . No payment will be made for acknowledgement or responses (automated or manual) to spam emails received by the contact center.	It is mentioned as "Rate for handling of Emails and Chat will be on per connect minute basis. The rate for every Resident inquiry/ grievance through email or Chat attended by the contact center and logged in the CRM system will be the same as the rate quoted by the Bidder for four (4) connect minutes" Does this means that Email & chat billing would be basis per transaction, please confirm.	Yes

46.	Section-V, Page 45	Total SLA penalty applicable shall be capped at 10% of the contract value.	Penalty mentioned on various Operational SLA Parameters would be inclusive of penalty capping of 10%, please confirm.	Yes
47.	Section-VI, 9.2 , Page 78	The amount of liquidated damages for services under this Contract shall not exceed the Contract Price.	It is mentioned as " The amount of liquidated damages for services under this Contract shall not exceed the Contract Price" however its percentage & where it would be applicable is not mentioned.	As per RFP
48.	Section-III, Instructions to Bidder, Part-III Eligibility Criteria, Pre-qualification Criteria Point No.3 Page 20	The Bidder's average annual turnover from Call Centre Voice Operations in India, during the previous three financial years (2014-2015, 2015-2016 & 2016-2017) must be at least Rs.210 Crore (Rupees Two hundred ten crore only).	Request for modification of this criteria as 'average annual turnover from BPO/ Call Centre Services during the previous 3 financial years must be at least Rs.210 crores as mentioned in Pre-Qualification Criteria No.6	As per RFP
49.	Section-II, Existing Set-up, Page-6	Historical volume	We notice that there is huge variation in the calls volume per month in a quarter. Request for more detailed historical trends and a minimum guarantee of 90% of the volumes for billing.	As per RFP. Detailed call trends would be shared with the selected Service Provider (SP)
50.	Section-III, Part-III Eligibility Criteria, Page-25	Physical and information security	Request for breakup of the marks for this section if any.	As per RFP
51.	Section-III, Part-III Eligibility Criteria, Videos of reference sites Page-26	The Bidder is also required to provide particulars and video(s) for Two reference Sites where the bidder is providing services for Contact Center operations in India,	Please advise on the format to be used for the videos. And request for suggestion on length of video	Good quality video of 10 minutes duration in format supported by Windows media player
52.	Section-IV, Scope of	Resource On-boarding	Request to relax the education	As per RFP

	Work Page 36		qualification to pursuing graduation also.	
53.	Section-IV, Scope of Work Page 36	TL Should be trained on COPC	Request for clarification if the TL needs to be trained by COPC certified personnel or TL needs to be COPC certified, as this has a bearing on the pricing.	As per RFP
54.	Section-IV, Scope of Work Page 38	Service Provider shall keep NDA or Background check records of each employee	Background check is optional as per statement. Pl confirm.	Agency shall conduct background checks for its entire staff working in the Aadhaar project through an agency. Background checks should cover atleast the following - education, criminal record, employment history etc. Agency shall maintain the results and share with UIDAI (if required by UIDAI) For detailed requirements, UIDAI Information security policy shall be shared with the selected SP. As per RFP 7.1 points 9 and 10, page 43(section-IV, Security requirement for contact centre)
55.	Section-IV, Scope of Work Page 41	QUALITY ASSURANCE: Monitoring the performance of RSEs and Sr. RSEs on the basis of UIDAI provided Quality Template by reviewing at-least 30 calls or 30 emails (in case of email agents) or 30 Chats (in case of chat agents) per RSE/Sr. RSE per month.	Request to relax this clause to – monitoring of 15 Calls per Agent per month to meet the ratios specified and deliver quality output	As per RFP
56.	Section-IV, Scope of Work	Call recordings with resident identity information shall be	Pl. Specify the duration for storing the call recordings. Also clarify on mode of	Call recording will be facilitated by UIDAI

	Page 43	encrypted;	sharing data with client. (Online or Offline)	
57.	Section-IV, Scope of Work, 7.1 Security Requirement for Contact Center Page 43	Agency shall conduct background checks for its entire staff working in the Aadhaar project through an agency. Background checks should cover atleast the following - education, criminal record, employment history etc. Agency shall maintain the results and share with UIDAI (if required by UIDAI)	Request to either mandate Back Ground Check to support staff only OR permit us to manage by hiring candidates with valid Aadhaar number.	As per RFP, 7.1 points 9 and 10, page 43(section-IV, Security requirement for contact centre)
58.	Section-V, SLAs, KPIs, Page-47	ONE TIME SLA PARAMETERS – 1-Commencement of Services	Commencement of services - period given is only one month which is very less. Request for relaxation to 60 days, as hiring, training etc. need to be completed along with Technology procurement and call centre set up.	As per RFP
59.	Section-III, Part-III Eligibility Criteria, Page-26		There is no mention of specific location to establish call center for UIDAI. Can Bidder propose a location of choice? And one location per bidder is difficult to cater to the language requirement of RFP, hence request to allow multiple locations to meet the requirement more cost effectively.	Yes multiple locations allowed. Bidder is required to propose location of his choice as per RFP Section III, Eligibility Criteria, GC and SC
60.	Section-IV, SoW, Infrastructure & Technology, Page 33	PRI	Pl. Confirm who will provide the PRI – Bidder or UIDAI. The recurring cost of PRI lines is a pass through the client normally. Pl. Let us know if our understanding is correct.	UIDAI
61.		Business continuity Plan	There is no mention of locations and the Business Continuity. Pl. confirm if BCP	Services need to be provided as per RFP

			arrangement is required and if yes, what is the percentage to be set up. Request if BCP is required location wise.	
62.	Section-IV, SoW, Infrastructure Technology Page-35 &	The selected service provider is required to provide Avaya One-X Agent soft phone. The selected service provider has to procure the Avaya One-X Agent licenses in the name of UIDAI (The one-X agent licenses are returnable after the expiry of the contract, the selected service provider will be required to co-ordinate with Avaya for this process) to be installed at both UIDAI's DCs.	We request UIDAI to kindly share the One X Agent license version required.	Current version 2.5. May be upgraded as per requirement.
63.	Section-IV, SoW, Infrastructure Technology Page-35 &	Note: Service Provider is also expected to keep provision of 1 seat at each site of UIDAI operations for UIDAI resource. In future, UIDAI may decide to deploy a resource at site of operation on temporary or permanent basis during the contract duration.	We request clarification - are these seats billable separately – Kindly specify if any specific or additional requirement for client seat.	Not be billed separately. Connect minute model as per RFP.
64.	Section-IV, SoW, Resource On-boarding Page-36	Resident Service Executive (RSE) & Senior Resident Service Executives (Sr. RSE)	We suggest giving relaxation on qualification for both levels to be UG/Graduate and factor competency over qualification. If the RSE/Sr.RSE is having 1.5 years of call center experience, we suggest to relax their qualification as Under Graduate.	As per RFP.

65.	Section-IV, SoW, 4.2 Page-40	Resource Training	Requesting UIDAI to specify the retention period of the results and evidences of training evaluation test and evidences for attending training for each trainee.	As per RFP.
66.	Section-VI, General and Special Conditions Clause 6.3(a), page 76	The payments in respect of the Services shall be made as follows: a) The Service Provider shall submit the invoice for payment when the payment is due as per the agreed terms on 'Calendar month' basis'' along with the penalties in line with SLAs/KPIs mentioned in Section-V. The selected vendors may submit their monthly bill by the 10th day of the next month which will be paid within 45 days of submission of the bill.	We understand that the purchaser will share all the invoice & SLA related data to the service provider by 1st or 2nd of every month in order to comply with the RFP clause. Please confirm.	As per RFP.
67.	ANNEXURE II: Financial Bid Form Page-87	Out-bound connect minute	We understand that the access to the connect minute report shall be provided to the service provider. Please confirm. Also, we suggest that connect minutes calculation for outbound to be mutually discussed & agreed by UIDAI & service provider as there are many variables in the connect minute data.	As per RFP.
68.	Section-V, SLAs, KPIs 2.5 Resident Satisfaction Page-51		We suggest that "3" should also be considered as "Yes" as it is graded Good call. There are many complaint calls pertaining to Aadhaar Service out of call center purview getting landed at the contact center. Requesting to kindly	As per RFP.

			remove these calls from the satisfaction survey penalty calculation.	
69.	Section-II, Existing Set Up, Page-7	UIDAI is yet to start chat services and therefore, No historical trend exists wherein outbound calling will be project based and therefore it is not possible to provide any trend on the same.	Requesting UIDAI to clarify that who will bear the cost for the repeated telecom charges.	As per RFP. Connect minute model.
70.	Section-I , Invitation to Bid & Introduction , Page-1, Sl. No. 7	The Hard Copy of original instruments in respect of cost of tender document, earnest money, Original Copy of duly signed integrity pact and original copy of affidavits must be delivered at the address as mentioned in the Data Sheet (Part II of Section-III of RFP). Bid will be rejected in case of non-receipt of original payment instrument like Demand Draft/any other accepted instrument etc. against the submitted bid. The Demand Draft submitted for tender fee shall be non-refundable.	We understand that all the undertakings and certificates provided by the Company Secretary of the Service provider are to be submitted as Affidavits. Please confirm.	As per RFP.
71.	Section-III, Part-III Eligibility Criteria, Past experience of the firm Page-24	Number of operational domestic contact center seats across all sites in India 20000 or more	We understand that UIDAI is expecting to show the number of seats including 3 shifts. Request confirmation.	Yes.
72.	Section-III,	Managing Call Center operations for Client's India operations with	We understand that we can showcase multiple location seats across India for the	Yes.

	Part-III Eligibility Criteria, Past experience of the firm Item 4 Page-24	over 100 operational seats (for each client)	single process in this.	
73.	Section-III, TEC, Physical & Information Security Page25	The service providers are also required to provide a copy of all available data, information and physical security related certifications including DSCI, ISO27001, BS10012, etc.	We understand that DSCI is a not-for-profit, industry body on data protection in India, setup by NASSCOM. As per their website, they are offering certifications to only individuals. Please specify if UIDAI is looking ahead for any specific certification or request to delete this clause as all the data protection standards are followed by the organization when it gets ISO 27001:2013 certified. Also, BS10012(Personal Information management System) is applicable to privacy of personal data and implement the necessary policies, procedures and controls to protect privacy of personal data. We understand that by following the ISO 27001:2013 standards all these points get covered and we request you to delete this certification requirement also.	Not mandatory. Provide if available.
74.	Section-III, Part-II, item iv. Page-18	At the end of every two years of the contract the cost payable for the respective services to the CCF shall be escalated by 10%, which shall be applicable for next two years.	We understand that at the end of every 2 years from the beginning of the contract, there shall be a price escalation of 10% applicable. Please confirm.	Yes.
75.	Section-III,	The service providers are required	We understand that a Company Secretary	Yes.

	Part-III, TEC, Past Experience Page 24	to provide documentary evidence of its relevant past experience for the various parameters identified in the table below	undertaking certificate with the data would be fine for supporting the Technical Evaluation Criteria like past experience of the firm, Team skill ratio etc.	As per RFP.
76.	Section-III, Part-III, TEC, Presentation of Proposal to Evaluation Committee Page 26	Innovation and features beyond proposed requirements	When the bidder is suggesting innovation and value add features for the bid, do we require to inbuilt the cost or need to quote only as per the scope of work. For example, handling Social Media queries in future or tools required for managing Social Media or Chat Bots	Quote as per Scope of Work in RFP. However, innovations may be suggested as per RFP.
77.	Section-III, Instructions to Bidder, Part-III Eligibility Criteria, Pre-qualification Criteria Point No.3 Page 20	The Bidder's average annual turnover from Call Centre Voice Operations in India, during the previous three financial years (2014-2015, 2015-2016 & 2016-2017) must be at least Rs.210 Crore (Rupees Two hundred ten crore only).	1.Request for modification of this criteria as 'average annual turnover from BPO/ITES/Call Centre Services during the previous 3 financial years must be at least Rs.210 crores'. OR 2.Request for modification as 'average annual turnover from Call Centre Voice Operations in India, during the previous 3 financial years must be atleast 100 Crs. 3.Request to add the clause of *a to this point of Eligibility Criteria as well.	As per RFP.
78.	Section-III, Instructions to Bidder, Part-III Eligibility Criteria, Technical Evaluation Past Experience of the firm Page 24	> 3 Govt / PSU / Nationalized Banks / Air carriers (operating in India) / Telecom Service Providers (TSPs) Contact Center Services Experience	Please clarify if 3 clients from any one kind of vertical mentioned is required 3 clients experience from any of the verticals is sufficient	Yes. Three clients from any of the vertical mentioned.

79.	Section-III, Instructions to Bidder, Part-III Eligibility Criteria, Pre-qualification Criteria Point No.4 Page 21	The bidder must have successfully “ completed ” OR “ completed part of the ongoing ” call center voice operation project(s) of the following values as on 30.11.2017 : - Atleast one project of value not less than Rs 56 Crore ; OR - Atleast two projects of values not less than Rs 42 Crore each; OR - Atleast three projects of value not less than Rs 28 Crore each ; *a	Request for relaxation to have one project with 20 crs or 2 projects with not less than 15 crs each or 3 projects with 10 crs each	As per RFP.
80.	Section-III, Eligibility Criteria, Technical Evaluation Physical and Information Security, Page 25	The service providers are also required to provide a copy of all available data, information and physical security related certifications including DSCI, ISO27001, BS10012, etc.	We are ISO27001 certified. Please confirm if it is mandatory to provide DSCI, BS10012 certificates	Not mandatory. Provide if available.
81.	Section-IV, Resource On-boarding Page 36	Team Managers/Team Lead: Must be a graduate or higher in any discipline. Should be trained on COPC (or similar) methodology	Pl. relax COPC training condition	As per RFP
82.	Section-IV,	Assistant Manager: Experience of	Request to relax the MANDATORY	As per RFP.

	Resource On-boarding Page 37	MS dynamics CRM and Avaya product suite; Mandatory.	clause for experience in MS dynamics CRM and Avaya product suite.	
83.	Section-IV, Resource On-boarding Page 37	Assistant Manager: Experience of MS dynamics CRM and Avaya product suite; Mandatory.	Request to relax the MANDATORY clause for experience in MS dynamics CRM and Avaya product suite.	Repeat Query.
84.	Section-III, Part-IV Selection Process, Allocation of Volume Page 28		Pl. specify the modality used for Inbound call routing to two different vendors	As per RFP.
85.	Section-IV, Resource On-boarding Page 36		Resident Service Executive (RSE) - 1. Request to consider freshers 2. Request to relax the criteria as Hindi+ English+ one Vernacular or English + One Vernacular.	As per RFP
86.	Section-IV, Resource On-boarding Page 36-37	Team Managers (TM) / Team Lead (TL) Experience of MS dynamics CRM and Avaya product suite; preferred.	Though the term 'preferred' is mentioned, we would like this to be confirmed	As per RFP.
87.	Section-IV,	Assistant Manager: Experience of MS dynamics CRM and Avaya	Request to relax the MANDATORY clause for experience in MS dynamics	As per RFP.

	Resource On-boarding	product suite; Mandatory.	CRM OR Avaya product suite.	
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