

Unique Identification Authority of India
 Planning Commission
 9th Floor, Tower-I, Jeevan Bharati Building
 Connaught Circus, New Delhi- 110 001

Ref. No. F.14014/13/2012-Logistics dated 21.5.2012

AMENDMENTS TO THE RFP FOR ‘OPERATING CONTACT CENTERS OF UIDAI’

Page No.	Reference/ Clause No.	Existing Clause	Revised/Amended Clause
40 Sec-III	Service Level Agreement Applicability	<p>The parameters noted below in the Service Level Agreement will start to be applicable after the completion of <u>60 days</u> from the start of commencement of work.</p> <p>UIDAI reserves the right to re-visit SLAs at a later dated based on learning from past experience and stabilization of operations.</p>	<p>The parameters noted below in the Service Level Agreement will start to be applicable after the completion of <u>90 days</u> from the start of commencement of work.</p> <p><u>The penalties on individual SLAs would be applied individually. However, if the total penalties exceeds by 25% of the total billed amount, the aggregate penalty would be capped at 25% of the billed amount.</u></p> <p>UIDAI reserves the right to re-visit SLAs at a later dated based on learning from past experience and stabilization of operations.</p>

Note: Responses/clarifications to the queries are given below.

Assistant Direction General
 18.07.2012

UIDAI Clarifications questions V2

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Sr.No	Page No of RFP	Section	Clause	RFP Statement	Query	Response/Clarification
1	42	III	Service Level Agreement (SLA) Parameters	SLA Table	SLA Parameters given in RFP talks about penalty clause attached to each parameter. Is there a maximum capping on the penalty limit? We propose a total capping percentage to be defined as currently its an unlimited penalty clause which could be even 100%. (in most of the deals it is not more than 10%-15% of the total billing).	As per amendment issued.
2	42	III	Service Level Agreement (SLA) Parameters	SLA Table	12 SLA Parameters have been defined with penalties, which of these are critical for UIDAI business outcomes? We propose FTR, CSAT, ASA, Abandon Rate, System Uptime as penalty metrics and remaining such as ERT, AHT, Occupancy Rate, Productivity, Ramp-Up and Training to be taken off from the penalty grid as these are normal KPIs	As per RFP.
3	27	III	Volume	It has been stated that from Aug 2012, forecasted incoming call volume would be in tune of 90 Lakh Call Minutes per month	In the 2nd Pre Bid conference, scheduled on 6th July, UIDAI officials stated that supplier is expected to start with approx 350 resources. After doing our estimation, 350 resources can only cater to 30-35Lakh call minutes per month. with the 90L estimated volume the estimated FTE requirement would be close to 900 FTEs. Kindly validate the 90L volume estimate	As clarified during 2nd Pre Bid conference on 6th July, the estimation of manpower is based on the volume currently being handled by our service provider. The service providers selected through this RFP would be a given sufficient time to ramp up and No SLAs will be applied during this period as specified under - Service Level Agreement Applicability; Page 40, Section III and as amended.
4	NA	NA	NA		As per UIDAI regulation what is the max hours per week per agent (eg. 6 day working & 9 hours per day)	UIDAI has no such regulations.

5	27	III	Volume	It has been stated that from Aug 2012, forecasted incoming call volume would be in tune of 90 Lakh Call Minutes per month and will increase to 110 & 150 Lakh in 2013 & 2014 respectively	As supplier is expected to adhere to prescribed SLA's and KPI's with penalty clause associated to most of them. Is there a minimum commitment on volumes basis the forecast, as the invoice billing is on connect minute basis what if the projection is wrong and the contact centre will have high staffing with less productivity? We suggest to follow the approach of quarterly rolling forecast with a minimum connect minutes.	UIDAI and Service providers would jointly get on a meeting every month to device the forecast for coming months.
6	NA	NA	NA	In the 2nd Pre - Bid conference, scheduled on 6th July, UIDAI officials stated that 25% of the total call volume will be addressed by IVR system itself	Is the 25% number addressed by IVR system included in forecasted 90 Lakh call minutes per month?	Yes
7	NA	NA	NA	NA	Can supplier deliver the services from Two or more delivery centers based at different locations?	Yes, but as mentioned in section III of RFP the Network Connectivity shall be provisioned by the selected Service Provider.

Spanco Ltd.

Sr.No	Page No of RFP	Section	Clause	RFP Statement	Query	Response/Clarification
1	16	PART-III: ELIGIBILITY CRITERIA: TABLE 1. CRITERIA FOR PRE-QUALIFICATION: and amendment	2	Average overall annual turnover of at least Rs.200.00 crore (Rupees three hundred crore only) from the core BPO operations within India only, during the previous three financial years (2008-2009, 2009- 2010 & 2010-2011).	The average Business value as per detail provided in the RFP is expected to be Rs. 5 Crores PM (APPX -60 Cr Per Year). We assume that to be eligible a total of 600 Crores turnover is required during the 3 financial years (2008-2009, 2009- 2010 & 2010-2011) i.e. average of 200 Crores. If our assumption is correct then you are requested to please consider the turn over requirement to INR 100 Crores (Total 300 Crores) during the previous three financial years as the value of Rs. 600 crore is very high and more than revenue expected from the contract.	As per RFP.
2	16	Point - PART-III: ELIGIBILITY CRITERIA	2	Average overall annual turnover of at least Rs.200.00 crore (Rupees three hundred crore only) from the core BPO operations within India only, during the previous three financial years (2008-2009, 2009- 2010 & 2010-2011).	Spanco is an active player in the field of Information and Communication Technology (ICT) with independent Business Units for e Governance, System Integration and BPO besides strategic investments in the related field of ICT. PI clarify if the turnover from the IT and related services can be accounted as part of the turnover bcz our lot of projects are running. (Some of the Spanco Project Experience is Attached Below)	Turnover of Indian origin companies with outsourced BPO operations can be included.

3	16	Point - PART-III: ELIGIBILITY CRITERIA	2	Average overall annual turnover of at least Rs.200.00 crore (Rupees three hundred crore only) from the core BPO operations within India only, during the previous three financial years (2008-2009, 2009- 2010 & 2010-2011).	We are a SEI CMMI Level 3 and an ISO 9001:2000 certified company with a turnover of 1469 Cr and an employee base of 12000+ across 6 regional offices and over 40 services and support facilities across India and international markets through subsidiaries/ joint-ventures in the United States of America, United Kingdom, Middle East and Singapore. PI clarify Can we use our international group company turnover.	Turnover of Indian origin companies with outsourced BPO operations can be included.
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TBBSL

Sr.No	Page No of RFP	Section	Clause	RFP Statement	Query	Response/Clarification
1	9	II	Consortium	Bids received from consortiums will not be considered	Request you to relax the clause for bidder to participate through consortium	As per RFP
2	16	II	Eligibility Criteria	Average Overall Annual Turnover of at least Rs.200 crores	Request a relaxation on the average annual turnover to Rs. 100 crores	As per RFP
3	16	II	Eligibility Criteria	Average overall annual turnover of at least Rs.200.00 crore (Rupees two hundred crore only) from the core BPO operations within India only, during the previous three financial years (2008-2009, 2009- 2010 & 2010-2011)	Request for inclusion of year 2011-12 also into the eligibility criteria for average revenue consideration in addition to financial years (2008-2009, 2009- 2010 & 2010-2011)	Annual turn over of the last three financial years (2009- 2010, 2010-2011 & 2011-2012) can also be considered subject to submission of audited financial statement and annual report.
4	24	II	Financial Bid Forms	Cost per connect Minute	Request for a relaxation on this and allow the options to bid in per FTE or per Seat basis at the initial stage of the contract, as there is no guarantee in volumes to be provided.	As per RFP
5	24	II	Financial Bid Forms	Cost per connect Minute	It is assumed that, whenever the service tax component increases during the contract period, there would be a provision revise the "price per connect minute" to that extent. Please confirm?	As per RFP
6	26	III	Scope of work, deliverables and SLAs		Please provide us the technical specifications of the CM Server, IVRS and ACD system to be implemented by the Managed Service Provider (MSP)?	Refer Section III of RFP.
7	26	III	Scope of work, deliverables and SLAs		What is the expected make and model of the IP Phones (Hard / Soft) that need to provisioned by the service provider to be compatible with the CM deployed by UIDAI MSP.	Avaya G450 Media Gateway compatible phones.

8	27	III	Scope of work, deliverables and SLAs		Please provide us the address of UIDAI data center in NCR (DC & DR)	1. Plot No. 2,3,4 Knowledge Park, Greater Noida, U.P. 2. 111-112, EPIP Area ,Opp. to SJR Park Whitefield Bangalore, Karnataka.
9	27	III	Scope of work, deliverables and SLAs		Please specify the tentative timelines of shifting UIDAI data center to Bangalore / Manesar?	August 2014.
10	28	III	Scope of work, deliverables and SLAs		As ACD deployed by MSP is provided by UIDAI, please confirm if the call recording would be done at UIDAI data center or at our premises.	UIDAI data center
11	28	III	Scope of work, deliverables and SLAs		If call recording to be done at service provider premises, please specify the call recording requirements for inbound and outbound calls. Do both inbound and outbound calls need to be recorded?	As above
12	28	III	Scope of work, deliverables and SLAs		Please specify the online and offline retention of recorded calls?	-Not Applicable.-
13	29	III	Scope of work, deliverables and SLAs		Can the service provider propose multiple locations to deliver call center services for UIDAI?	Yes
14	29	III	Scope of work, deliverables and SLAs		Please specify the qualification and experience credentials for agents and support staff (TL, QA, TM and Trainer)	As per industry standards.
15	29	III	Scope of work, deliverables and SLAs	Support Window	Please let us know the operational window for outbound support? Is the window for outbound same as inbound. Please confirm.	Yes
16	29	III	Scope of work, deliverables and SLAs	Capacity Served	Please share the expected monthly volumes for inbound calls, outbound calls and Emails?	Refer Section III of RFP.
17	29	III	Scope of work, deliverables and SLAs	Capacity Served	Request you to share the call volume trend for the last 1 year with daily / hourly / intraday break up and also the seasonal trends in the volume.	Month-wise Inbound Call Volume Jul-11 -755537 Aug-11- 1139157 Sep-11 -3052714 Oct-11 -2428033 Nov-11 -2384587 Dec-11 -3414737 Jan-12 -5103660 Feb-12- 4342983 Mar-12 -4673209 Apr-12 -2607069 May-12 -3143903 Jun-12 -2396986

18	29	III	Scope of work, deliverables and SLAs	Capacity Served	Please share the language wise split of volumes for the last 1 year with daily / hourly / intraday break up	Details will be shared with selected service providers, only.
19	32	III	Scope of work, deliverables and SLAs	Analytics & Reporting	As ACD, CRM and IVRS are provided by UIDAI, it is assumed that UIDAI will share the reports generated from these systems on time with the service provider for reporting and analytics. Please confirm.	CCF will be provided access to the necessary data dump for reporting and analytics.
20	40	III	Scope of work, deliverables and SLAs	Part II- Service Level agreement -Service level applicability	Request for an extension of SLA applicability from 60 days to 90 days.	As per ammendment issued
21	42	III	Scope of work, deliverables and SLAs	SLA Parameters – Average Speed to Answer (ASA)	Request for a relaxation on the ASA of >80% calls in 10 seconds as the industry standard is 80% calls answered in 20 seconds	As per RFP
22	42	III	Scope of work, deliverables and SLAs	SLA Parameters	Request for a relaxation on the penalty % for overall SLA parameters to be capped at maximum of 10% of the monthly invoice amount.	As per ammendment issued.
23	46	III	Scope of work, deliverables and SLAs	SLA Parameters – Agent Productivity	Request for a relaxation on the agent productivity rate of >95% as the industry standard is between 65% - 75%	As per RFP
24	46	III	Scope of work, deliverables and SLAs	SLA Parameters – Agent Productivity	Please specify the notice duration given to the service provider for ramp up and ramp down?	As per RFP
25	57	IV	General and Special Conditions of Contract	2.9.1 By the Purchaser – Written notice of termination	Request for an extension on the termination notice period from 30 days to 90 days.	As per ammendment issued
26	58	IV	General and Special Conditions of Contract	2.9.2 By the Service Provider – Contract Termination	Request for an extension on the termination notice period from 30 days to 90 days.	As per ammendment issued
27	62	IV	Obligations of the service provider	3.7 Sub-Contracting	Please confirm if subcontracting is allowed? If yes, please specify the activities that can be sub-contracted.	As per RFP
28	68	IV	Obligations of the service provider	9.2 Liquidated Damages	Request for an ammendment towards the amount of liquidated damages under the contract to be fixed at a maximum of 10% of the contract value	As per RFP
29	70	IV	Obligations of the service provider	11.1 Limitation of Liability	Request for an ammendment towards the amount of aggregated liability under the contract to be fixed at a maximum of 5% of the last invoice as the purchaser has already enjoyed the services provided by the service provider.	As per RFP

Ageis Ltd.

Sr.No	Page No of RFP	Section	Clause	RFP Statement	Query	Response/Clarification
1	29	Section 3 – Scope of Work, Deliverables and SLAs (Amendment to RFP)	Part 1 – Description of Services – Technologies to be Implemented	Technologies to be implemented: Avaya IP Phone Primary and Secondary Network Connectivity (MPLS/P2P) Agent Desktops	In addition to Avaya IP Phones, Primary and Secondary Network Connectivity (MPLS/P2P) and Agent Desktops, is the service provider required to provide any other technologies?	As per RFP
2	29	Section 3 – Scope of Work, Deliverables and SLAs (Amendment to RFP)	Part 1 – Description of Services – Technologies to be Implemented	Technologies to be implemented: <input checked="" type="checkbox"/> Avaya IP Phone <input checked="" type="checkbox"/> Primary and Secondary Network Connectivity (MPLS/P2P) <input checked="" type="checkbox"/> Agent Desktops	Please list out the software applications that the service provider will be required to provide, if any.	As per RFP
4	29	Section 3 – Scope of Work, Deliverables and SLAs (Amendment to RFP)	Part 1 – Description of Services – Support Channels	Service Delivery Type includes voice and email.	It is assumed that the agents would be utilizing a UID provided email application. Is this assumption correct? If not, what type of email application is the service provider required to provide?	UIDAI's CRM application will have the inbuilt e-mail application.
5	33	Section 3 – Scope of Work, Deliverables and SLAs (Amendment to RFP)	Part 1 – Description of Services – Quality Management	The service providers shall drive quality improvements within their contact center. The service provider shall also propose measures to improve performance of UIDAI contact center operations based on analysis of calls, case logs and other quality parameters. The service provider shall provide UIDAI with routine feedback on perception of quality of services offered to UIDAI and its eco-system partners.	Please specify the extent and duration of call recording (0-100%) and /or screen recordings, if any.	Not required.
6	33	Section 3 – Scope of Work, Deliverables and SLAs (Amendment to RFP)	Part 1 – Description of Services – Quality Management	The service providers shall drive quality improvements within their contact center. The service provider shall also propose measures to improve performance of UIDAI contact center operations based on analysis of calls, case logs and other quality parameters. The service provider shall provide UIDAI with routine feedback on perception of quality of services offered to UIDAI and its eco-system partners.	Please share the desired formats in which such recording is to be stored with the service provider.	Not Applicable
	29	Section 3 – Scope of Work, Deliverables and SLAs (Amendment to RFP)	Part 1 – Description of Services – Languages to be supported	The languages to be supported include Hindi, English, Punjabi, Kannada, Malayalam, Telugu, Tamil, Gujarati, Marathi, Oriya, Bengali and Assamese.	Please provide the percentage volume of customer contact that will have to be managed for each of the listed languages.	Overall volume already provided.

8	29	Section 3 – Scope of Work, Deliverables and SLAs (Amendment to RFP)	Part 1 – Description of Services – Languages to be supported	The languages to be supported include Hindi, English, Punjabi, Kannada, Malayalam, Telugu, Tamil, Gujarati, Marathi, Oriya, Bengali and Assamese.	It is assumed that all email volume will be managed in English only. Please clarify.	Please refer page 41, Section III.
9	33	Section 3 – Scope of Work, Deliverables and SLAs (Amendment to RFP)	Part 1 – Description of Services – Knowledge Management & Training	The Service Providers shall assist UIDAI in optimizing the common knowledge management system, by providing inputs for handling common types of queries, complaints. Service Provider will be required to provide input to the Knowledge Base regularly. Service Provider will develop training methodology including training material in English, Hindi and regional languages for contact center agents for various types of training such as induction training, train the trainer, supervisor training for processes specific to UIDAI etc. Service provider will share the training module and material with UIDAI for necessary approval before implementing.	1. Please share the preferred mode of knowledge transfer? UIDAI trainers/SMEs to travel to service provider's location for the TTT or vendor trainers travelling to UIDAI location for TTT. 2. Please share the level of training readiness i.e. ready training content, modules etc. 3. Please share if sample calls be provided for reference purposes? 4. Please specify if all the agents go through a single training module or are there separate modules for each calls, emails. 5. Please share the training duration. Kindly mention the breakup for product, process and tools training? Kindly share pre-process and On-the-Job Training duration, if any.	UIDAI will be sending its trainers for TTT. But, the service provider would be required to attend any one time conferences/workshops held by UIDAI.
10	18	Section 3 – Scope of Work, Deliverables and SLAs	Part 3: Eligibility Criteria – Table 2: Technical Evaluation Criteria	Qualification, Experience of Key Personnel	Please share the expected skill-set requirement for agents; What is the agent skill set, minimum educational qualification requirement?	As per industry standards.
11	18	Section 3 – Scope of Work, Deliverables and SLAs	Part 3: Eligibility Criteria – Table 2: Technical Evaluation Criteria	Qualification, Experience of Key Personnel	Are there any defined Support staff ratio or can the service provider utilize its standard ratios for manpower deployment?	As per industry standards.
12	27	Section 3 – Scope of Work, Deliverables and SLAs (Amendment to RFP)	Volume forecast table – 2012-2015	Peak call minutes per month is shown as 90 lakh against the original volume of 2 lakh minutes.	Please provide an explanation with regards to the increase in volume of the peak call minutes per month from 2 lakh to 90 lakh.	It was a typographical error. The amendment has already been issued.
13	27	Section 3 – Scope of Work, Deliverables and SLAs (Amendment to RFP)	Volume forecast table – 2012-2015	Peak call minutes per month projected is shown as 90 lakh against the current volume of 80 lakh minutes..	Please specify if UIDAI is willing to provide a minimum volume commitment as a percentage of the total of 90 lakh peak call minutes per month.	As per RFP

14	40	Section 3 – Scope of Work, Deliverables and SLAs (Amendment to RFP)	Part 2: Service Level Agreement – Service Level Agreement Applicability	Agent answered calls that last for less than 10 seconds shall not be considered valid calls for payment purposes.	Please clarify that this does not apply to calls which last for less than 10 seconds on account of circumstances beyond the control of the service provider. Eg. telecom service provider disconnects (dropped calls), issues pertaining to equipment deployed by UIDAI or its technology partner(s), etc.	As per RFP
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Sr.No	Page No of RFP	Section	Clause	RFP Statement	Query	Response/Clarification
1	Pg. 10 "Amendments to RFP..." document	III	UIDAI's MSP will also be deploying the 'IVRS' and 'ACD system' (Avaya Voice Portal & Avaya Call Center Elite, respectively).		As understood by Vendor, UIDAI will extend Contact Centre Technology to Vendor, which includes ACD, IVR, Multimedia (Email, Chat & SMS), IP Soft Phones, Call Recording, Call Reporting. Please confirm.	Please refer Section III
2	Pg. 10 "Amendments to RFP..." document	III	The selected Service Providers shall provision for IP phones (hard/soft) compatible with UIDAI's ACD solutions.		Please specify if Vendor needs to provide IP hard phones. If yes then please provide Make & Model for the same.	Please refer Section III; Avaya G450 Media Gateway compatible phones.
3	Pg. 13 "Amendments to RFP..." document	III Part 1: Description of Services	Management System to be implemented		Vendor assume that UIDAI will provide the Call Recording Solution along with its hardware for recording the voice calls and Quality Management System. Please confirm.	Please refer Section III
4	Pg. 13 "Amendments to RFP..." document	III Part 1: Description of Services	Management System to be implemented		Vendor assume that UIDAI will provide the access to Call Reporting Server for Analytics & Reporting, Performance Management for Call Centre Agents. Please confirm.	Please refer Section III
5	Pg. 11 "Amendments to RFP..." document	III	UIDAI's Data Center will be located in and around National Capital Region. However, in future UIDAI's Data Center is likely to be shifted to Bangalore and/or Manesar.		Please provide UIDAI exact address of existing Data Centre location as well as future address where Data Centre will be shifted.	Present addresses: 1. Plot No. 2,3,4 Knowledge Park, Greater Noida, U.P. 2. 111-112, EPIP Area ,Opp. to SJR Park Whitefield Bangalore, Karnataka. Future address not yet decided.
6	Pg. 13 "Amendments to RFP..." document	III Part 1: Description of Services	Support Channels		Please provide the bifurcation of Inbound and Outbound calls out of total call volumes	Outbound calls will be approximately 1% of total Inbound calls.

7	Pg. 13 "Amendments to RFP..." document	III Part 1: Description of Services	Languages to be supported	Please provide the breakup of monthly volumes into different languages which need to be serviced.	Details will be shared with selected service providers, only.
8	Pg. 13 "Amendments to RFP..." document	III Part 1: Description of Services	Support Channels	Please provide the historical trends/ call arrival patterns for the last 3-6 months.	Month Inbound Call Volume Jul-11 755537 Aug-11 1139157 Sep-11 3052714 Oct-11 2428033 Nov-11 2384587 Dec-11 3414737 Jan-12 5103660 Feb-12 4342983 Mar-12 4673209 Apr-12 2607069 May-12 3143903 Jun-12 2396986
9	NA	NA	NA	The required supervisory ratios/ span of control details have not been shared by UIDAI. Vendor will assume these as per our experience. Please confirm.	As per industry standards.
10	Pg. 26 "Amendments to RFP..." document	III	SLA Parameters	For the proposed SLA parameters and subsequent penalties, we feel that for some parameters like agent occupancy etc, the Vendor may not have direct control. What is the method of measuring these parameters as Vendor may not directly be responsible for not meeting targets in certain cases?	As per RFP.
11	Amendment 1, Sr. No. 2		Average overall turnover of atleast Rs.200.00 crore (Rupees two hundred crore only).....	Request UIDAI to kindly consider RS 200.00 Crore from global operations and not just India. Pls. accept the following condition: "Average overall annual turnover of at least Rs.200.00 crore (Rupees three hundred crore only) from the core BPO operations, during the previous three financial years (2008-2009, 2009-2010 & 2010-2011)	As per RFP.