

Unique Identification Authority of India
Planning Commission

9th Floor, Tower-I, Jeevan Bharati Building
Connaught Circus, New Delhi- 110 001
Dated 21st October, 2013

Ref. No. F.14014/21/2013-Logistics dated 17.09.2013

AMENDMENTS TO THE RFP FOR 'OPERATING CONTACT CENTERS OF UIDAI'

Page No.	Reference/ Clause No.	Existing Clause	Revised/Amended Clause
15	Section-II, PART-III : ELIGIBILITY CRITERIA TABLE 1 : CRITERIA FOR PRE- QUALIFIC ATION Point No.7 under Other, Financial Activities of the firm/company	Should have an capacity' of atleast 100 Production Seats with expansion capacity of 25% every year and overall 100% expansion capacity of Seats	Should have an capacity' of atleast 100 Production Seats with expansion capacity of 25% every year and overall 100% expansion capacity of Seats <u>and handling a set at least four (04) regional languages including Hindi and English as given in the SoW(Section-III) of this RFP.</u>
17-18	Section-II, TABLE 2 TECHNICAL EVALUATIO N CRITERIA	Table 2 Technical Evaluation Criteria	Revised Table 2 Technical Evaluation Criteria is as per annexure to this amendment.
25	Section-III – UIDAI's Managed Service Provider & CRM	After selection of one or two Service Provider (as per requirement) through this RFP process, the new Service Providers will handle service volume as indicated in Section-II of the RFP. The volume will be distributed as per the allocation of work volume specified in Section II part IV. The selected service providers shall deliver the services as per the requirements detailed in the RFP document. However, UIDAI shall reserve the sole right for distribution or re-distribution of volume of work among the selected service provider/s. UIDAI's Managed Service Provider (MSP) will be deploying the multi-channel CRM (Microsoft Dynamics CRM 2011) that shall be used by all	After selection of <u>two (02) Service Providers</u> through this RFP process, the new Service Providers will handle service volume as indicated in Section-II of the RFP. The volume will be distributed as per the allocation of work volume specified in Section II part IV. The selected service providers shall deliver the services as per the requirements detailed in the RFP document. However, UIDAI shall reserve the sole right for distribution or re-distribution of volume of work among the selected service provider/s. UIDAI's Managed Service Provider (MSP) has deployed multi-channel CRM (Microsoft Dynamics CRM 2011) at Greater Noida Data Center and the same is being used by all UIDAI's

UIDAI's Contact Center service partners and also by other UIDAI Eco-System Partners.

UIDAI's Managed Service Provider (MSP) will also be deploying the 'IVRS' and 'ACD system' (Avaya Voice Portal & Avaya Call Center Elite, respectively) to provide IVRS based information and calls routing as per routing loads specified in this RFP.

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All the voice calls originating for Aadhaar (UIDAI) will be collected by the telecom service providers and handed over to the Avaya G450 gateways through E1 PRI connectivity at the Main Data Center. The collected calls on the G450 gateway will be routed to the Avaya Voice Portal system (IVR) placed at the Main DC itself. The Voice Portal will provide the complete self-service treatment to the callers as per the call flow. Once the caller requests for an agent, the call will be passed on to the Avaya ACD and subsequently routed of most appropriate out-sourced call center.

The outsourced call center will have to provision for Avaya IP phones (hard or soft) for agents which will be registered with the Avaya CM server at the Data Center. Using these phones agents will login to the Avaya ACD placed at the Main DC. Avaya ACD (Elite) is In-Skin ACD and resides on the Avaya CM servers itself, thus no additional ACD server is required.

Avaya Call Management System (CMS) has been provisioned for providing detailed inbound voice reporting.

AES provides CTI interface to CM and allows a CTI client application to monitor the agent extension for the Incoming Call event. It also helps in exposing the customer data captured from the VXML app through the CTI UII (User to User Information) field. The One X Agent Licenses need to be provisioned by the selected service provider as mentioned in the RFP.

Avaya Call Recording with QM has also been provisioned for providing random voice recording with QM functionalities.

25	Section-III – UIDAI's Data Centers	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.	<p>UIDAI's Data Center is presently located at Greater Noida, U.P and Whitefield, Bangalore. However, in future (during March to June, 2014) Data Center is likely to be shifted to Hebbal in Bangalore and Manesar. Solution deployed at both places after migration Connectivity will be needed at both the places. Presently, connectivity is needed only at Greater Noida. Addresses of all the Data Centers are as under :-</p> <p>DATA CENTER ADDRESSES</p> <p>Existing;</p> <p>1. Plot No.2,3 & 4 (Preferably Plot no. 3), Knowledge Park-IV, Special Economic Zone, Greater Noida, Gautam Budh Nagar, UP-201306</p> <p>2. 111-112, EPIP Area, Opp. to SJR Park, Whitefield Bangalore, Karnataka.</p> <p>Proposed;</p> <p>Proposed Captive Data Centers where migration will take place(during March to June, 2014)</p> <p>1. C A Site No-1, NTI Layout, Rajiv Gandhi Nagar, Kodigehalli, Bangalore -560092, Karnataka.</p> <p>2. Plot No.1, Sector-M2, IMT, Manesar, Gurgaon-122050</p>
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Assistant Director General
2s1.10.2013

Annexure to Amendment No.14014/21/2013-Logistics dated 18/10/2013

TABLE 2

TECHNICAL EVALUATION CRITERIA

S.No.	Criteria	Weight-age	Sub-weight-age	Documents Required	Format comprising atleast following information
1	Company Profile	14			
1.1	Regional Language capabilities		4	Self Certification	
1.2	Number of inbound contact center seats		4	Self Certification	
1.3	Size of single largest customer supported (Inbound Volume only)		3	Certificate from the client verifying the claim	
1.4	Existing spare capacity		3	Self Certification	
2	Qualification, Experience of Key Personnel	21			
2.1	Contact center analytics and reporting team		4	CVs of the individuals	Relevant contact center analytics experience Education
2.2	Average qualification & experience of agents proposed, span of control, attrition etc.		2	Details manpower dashboard for last one year	Experience Span of control of agents to team leads Annual attrition Education Additional Information if any
2.3	Proposed Project Management & Governance structure		4	Detailed proposal	Clarity of governance framework Clarity on governance structure Frequency Experience of Program Manager Relevant expertise No. of projects handled Additional Information if any
2.4	Senior & dedicated members assigned for the proposed project		3	Proposed Project/Account Manager	Escalation Matrix Seniority of members involved/handling the proposal
2.5	Recruitment Process		4	Dedicated hiring team and brief details of past hiring experience	In-house referrals Average Passing % Mode of selection Additional Information if any
2.6	Training		4	Training methodology, trainers, training areas, content and training	Content development & management Modes of training

				infrastructure	No. of training days
					Average trainer experience
					Additional Information if any
3	Methodology, Workplan & Understanding of the Requirements	45			
3.1	Robustness of Implementation Plan		5	Level of detail, risk mitigation, practicality	
3.2	Work Force Management		5	Forecasting and scheduling that supports the service targets and strategic business.	
3.3	Physical infrastructure		3	Adequacy in terms of suitability of location, physical and data security, power backup, environmental protection, telecom infrastructure.	
3.4	Redundancy and scalability		2	Successful projects detailing the retention and scalability as and when required	
3.5	Telephony technology		5	Technology specifications	
3.6	SLA commitments offered and additional KPIs monitored		5	Service level parameters and details of KPIs monitored	
3.7	Quality frame work		5	Methodology adopted, proposed quality plan (quality score cards, customer satisfaction scoring method, six sigma and other quality certifications)	
3.8	Analytics, MIS, reporting & forecasting abilities		5	Reporting team, reporting tools used, nature of reports and dashboards, capacity management methods, types of analysis	
3.9	Productivity improvement methods proposed		3	Focused on efficiency & quality	
3.10	Knowledge management		2	Internal knowledge management system	
3.11	Innovations proposed beyond requirements		5	Self explained	
4	Case Studies	20			
4.1	Similar Multi-channel (voice, SMS, E-mail, Chat etc.) projects		3	Case Study	
4.2	Ability to provision services in required timeframe - Case Study		4	Case Study	
4.3	BCP/ DR capability (Technology and Plan)		5	Case Study	
4.4	End-to-end solution		3	Case Study	
4.5	Solution suitability- High-level architecture, CRM, ACD, IVRS, VOIP PBX, CTI, Logger, Email Response System, Chat Response System,		3	Case Study	

	Agent PC and headset.				
4.6	CRM platform maturity (number/complexity of installations, software development capabilities)		2	Case Study	
	Total weightage	100	100		