

S.No	Page No. of RFP	Section	Clause	RFP Statement	Query	Response/ Clarification
1	Page 21	Section III	1	The current trend of receiving requests through these modes is shown in the below table:	What is the bifurcation of volumes in terms of 1. Web & Physical mail 2. Vernacular Language split 3. Will only the outbound call be in vernacular language or the physical mails will also be in vernacular language? 4. Will there be a CRM on which the agents would work, what other applications do the agents need to access? 5. Will UIDAI provide PRI connectivity for outbound calls? 6. Will UIDAI provide data bandwidth required for the process?	1. 5 % out of total request are received through Physical mail till date 2. language split of request till date is: Hindi - 27.97 %, Urdu - 0.001%, Telugu - 36.52%, Oriya - 0.4%, Marathi - 9.38%, English- 1.5%, Gujarati -1.74%, Punjabi- 5.77%, Kannada - 5.84%, Malayalam - 6.21%, Tamil - 3.15%, Bengali -1.5% 3. Call made to resident may be in resident's local language. Physical mail (incoming request) may be as per the convenience of the resident. 4. No CRM will be given by UIDAI 5. No 6. No
2	Page 23	Section III . Part 1	1.1	~ Provide the technical support to the IA. ~ Undertake any technology changes as desired by the UIDAI-HO ~ Provide training to the IA personnel for any changes in the SSUP. ~ Generate the MIS for the SLA management	1. What will be the training timelines for verifiers & approvers 2. Will UIDAI provide training content / material / SOP's etc.? 3. Will there be "OJT" post training, what will be the duration of "OJT"? 4. Who would do the "Train the Trainer"? 5. What will be the certification criteria for agents	1. One week Training of Trainer (ToT) programme will be done at the start of the contract and at the time of any changes at the premises of IA(limited to one location as per the convenience of the UIDAI). 2. Yes 3. It will be the part of one week ToT programme 4. UIDAI 5. None
3	Page 26	Section III	1.3	The following table gives an overview of the activities that will be required to be undertaken by the IA	1. Does every query coming from residents need to be called back? 2. What will be the ratio between verifier & approver? 3. Who will be responsible for settling divergent views of verifier & reviewer? 4. Will there be any Audit Sheet provided by UIDAI?	1. Yes 2. Each query reviewed by the verifier needs to be approved by an approver. Same person can do both the roles but not for same request. 3. Reviewer shall be the final decision maker. 4. No
4	Page 26	Section III	1.3	Creation of request in system and upload of documents (Within table as point 4 of Mail)	After updating the information, what happens to the physical documents? If the same is filed, where does it get filled?	Please refer Section III, Part-I: Description of Services, Clause 1.3, Point 8 in table on Page 26 of the RFP mentioning that "Generate DMS reports and submit documents to DMS. Reconcile number of pages of documents submitted with DMS."
5	Page 26	Section III	1.3	Generate DMS reports and submit documents to DMS. Reconcile number of pages of documents submitted with DMS (Within table as point 8 of Mail)	What will be the reconciliation process, daily / weekly etc..?	Reconciliation will be done by DMS agency post collection

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6	Page 26	Section III	1.3	Update of Mobile number for resident	In case the mobile number is not there, does the "IA" need to print & post back the letter? How many such cases can be expected & what action needs to be taken after the letter is sent to resident?	No action required by IA in such cases
7	Page 31	Section III	Part II Service Level Agreement	Closure of requests	What is the average time taken for closure of requests?	Please refer Section III, Part-II: Service Level Agreement, , Point 1 in table(expected service performance levels from the IA) on Page 30 of the RFP
8	NA	NA	NA	NA	Please provide the total number of Volumes/Cases in terms of a daily/monthly forecast.	Please refer Section III Scope of Work, Deliverables and SLAs on Page 21 and 22 of the RFP
9	NA	NA	NA	NA	Please provide the transaction time per case.	Currently UIDAI person handle 150-175 request per day
10	NA	NA	NA	NA	Please provide the overall scope of outbound in case there is any outbound activity to be managed.	Please refer Section III, Part-I: Description of Services, Clause 1.3, a) Point 3(update portal section) and point 5 (mail section) in table on Page 26
11	NA	NA	NA	NA	If there is an outbound component to the overall activity, what would be the expected outbound volumes to be handled?	Please refer Section III, Part-I: Description of Services, Clause 1.3, Point 3(update portal section) and point 5 (mail section) in table on Page 26 of the RFP Please refer answer (1) of query 3.
12	NA	NA	NA	NA	If there is an outbound component to the overall activity, please provide the handling time (AHT) and SLA, etc. to be managed.	There is no separate SLA for outbound calling. Please refer Section III, Part-II: Service Level Agreement,Table(expected service performance levels from the IA) on Page 30 of the RFP
13	NA	NA	NA	NA	Please the operation window for the program.	As per the convenience of the IA. IA shall adhere to the Service level mentioned in the RFP
14	NA	NA	NA	NA	Please specify if there are any other SLAs or TATs over and above the ones provided within the RFP. If yes, please provide details.	No SLAs other than mentioned in the RFP

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15	Page 24	Section III	Responsibilities of the SSUP-BPO Implementation Agency (IA) 1.2.2	a. Procurement of the required hardware/software for setting up of the processing centers for the SSUP requests. b. Set up the required infrastructure at the location of the SSUP processing center(s). It is expected that the IA will setup the center at a single location. However, keeping in mind the multi-language skill required for the processing, the IA may propose to set-up the center at multiple locations. However, the center for physical receipt of documents shall be a single address. c. Establish the network for the connectivity between the SSUP processing centers and the UIDAI systems as per the UIDAI security protocols	Please list out hardware and software that the BPO is required to provide, including desktops configuration, number of desktops, routers, network switches, OS and other applications or hardware. Also mention the quantity required. Please list out the type of network connectivity required between the SSUP processing centers and UIDAI data center. What would be the bandwidth requirement per SSUP processing center? Please send us your security policies that are required to be implemented at the SSUP centers.	Scope of work, requirements and SLAs are provided at Section III of the RFP. IA has to provide required hardware & software necessary to accomplish the work and meet the SLA requirements provided in the RFP and this may include desktop/Scanner with latest browsers, printer, telephone etc. for the agents. Bandwidth and networking required need to be estimated by the IA depending upon the numbers of Agents to be deployed by IA. Information security guidelines are classified information for UIDAI. It may be shared on written request.
16	Page 26	Section III	Scope of Work 1.3	The IA will deploy an IT system which shall maintain a call log for the calls made to residents as per the process.	What would be the requirement for outbound calls per center? Can you please give us the volumes .By call log, do you mean the numbers dialed and the duration of the call or does it include more fields? If yes, please list them out.	Number of call will depend upon number of request processes per center. Please refer answer (1) of query 3. Fields required for call logger will be discussed with the successful bidder
17	Page 32	Section IV	1.6	The services shall be performed at such locations, as the purchaser may approve	Does the UIDAI have any preference of location where the service provider should set-up its delivery site for the program?	No, but center should be located in India
18	Page 14	Section II	2.2	Average qualification & experience of agents proposed, span of control, attrition, etc.	1) Please provide the agents profile i.e. communication skills, educational qualification and experience requirement for agents. 2) Please provide the following span ratios: · Operations - TL and AM · Quality · Trainer · Any other	1. Agents Should at least be graduates with requisite soft-skill training and working knowledge of computer. Agents Should have excellent communication skills in language they will be handling. 2. Bidder may propose the span ratio to maintain the SLA mentioned in the RFP and quality of operations
19	Page 47-48	Section IV	2.3	Commence of Operations handling requests in Hindi and Telugu by the Agency by deploying at least 5 personnel for each of the language	Please confirm if only 10 Agents are required, 5 for Hindi and 5 for Telugu to start with.	Number of agents required depends upon the volume to meet the requirements of the RFP and SLA. This is the minimum requirement to start with at T+45 days. IA can put in more Agents as per the requirement. As mentioned in the Section IV, Part II, Point no. 5 of table in the clause 2.3, on page 48 of the RFP, T+90 day is the date for Commencement of full scale SSUP IA operations (Steady State)

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20	NA	NA	NA	NA	Please provide the shift timings and number of hours to be delivered by an agent	As per the convenience of the IA. IA shall adhere to the Service level mentioned in the RFP
21	NA	NA	NA	NA	Would the date for submission be extended from the current deadline of the 28th of February 2014?	Last date for submission will be 7th March 2014. Please refer corrigendum III for schedule for RFP
22	Page 14	Section II	Table 2, 2.2	Average qualification and experience of agents proposed, span of control, attrition, etc.	The bidder is expected to provide a manpower dashboard for the last one year as per the requirement in the column titled %document required+. Please specify if there is a format for the same. If there is no format, please provide details of all information that is required to be provided to meet the criteria as per this point.	as mentioned in the clause 2.2, table 2, part III of section II at page 14 of the RFP
23	Page 24	Section III	Part 1, 1.2.1 (f)	Conduct the IEC for various charges of that take place in the SSUP, which affect the residents.	What is the full form of IEC?	Information, Education & Communication
24	General	General	General	General	If the bidder wishes to suggest a change to the terms of contract, would the same be permitted? If yes, would this have to be done during the RFP phase or only during the contract discussion phase?	Please Refer Section V, Annexure 1, Form 7 and Form 9 on page 61 & 62 of the RFP. UIDAI reserves the right to accept or reject the deviations proposed by the bidder. Any deviation may lead to rejection of the bid if not accepted by UIDAI.
25	P-6	Section-II: Instructions to Bidders: Part-I: General:	Clause 3.4 of GCC, p41:.	Clause 3.4 of GCC, p41: Confidential Information+means any information ð ð ð ð .but does not include information which is or becomes public knowledge other than by a breach of this Contract.	We request that following point be added to exclusion to definition confidential information. listed below: i. is already known to or was in the possession of recipient party prior to disclosure under this Agreement; or ii. is disclosed to the recipient Party from a third party, which party is not bound by any obligation of confidentiality; or iii. is or has been independently developed by the recipient Party without using the Confidential Information; iv. is disclosed with the prior consent of the disclosing party; v. is required to be disclosed in accordance with Court order or any other statutory or regulatory authority.	Definition of Confidential Information is provided at Page 5 at point (h) under definitions at Part-I: General of Section-II: Instructions to Bidders of the RFP. Clause 3.4(General Confidentiality) of GCC is provided at Page 40. Has been incorporated in Corrigendum III

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26			4) Clause 12.3: Award of Contract, p12:	The Bidders are expected to commence the assignment within 30 days of signing the Contract.	We request that period for commencement of operation be considered within 120 days in place of within 30 days of signing the Contract As 30 days is too short for this activity.	Clause 12.3: Award of Contract is provided at Page 10 of Part-I of Section-II of the RFP. No change in the RFP
27		Part-II: Data Sheet:	5) Clause 1.11: Extension of Contract, p12/Clause 2.4 of GCC, p35/Clause 2.10 of GCC, p40:	The contract may be extended by two periods of one year each, subject to satisfactory performance. The extension will be given on the same rates as quoted in original contract.	We request that in case of extension the rates shall be decided mutually and agreed to	Clause 1.11: Extension of Contract is provided at Page 11 of Part-II of Section-II of the RFP. No change in the RFP. The commercial quotes asked in the RFP will be valid for complete duration of the contract. There will no price escalation in case of extension .
28		Part-I: General Conditions of Contract:	7) Clause 2.6: Modifications or Variations, p36:	Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties.	We request that this clause be modified as mentioned below : Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services causes an increase in the cost of, or the time required for, the service provider's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended.	Clause 2.6: Modifications or Variations is provided at Page 35 of Part-I of Section-IV of the RFP. No change in the RFP

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29		Part-I: General Conditions of Contract:	8) Clause 2.8: Suspension , p37:	The Purchaser may, by written notice of suspension to the service provider, suspend all payments to the service provider hereunder if the service provider fails to perform any of its obligations under this Contract.	We request you to consider the following clause : The purchaser will not suspend the payments for the services already performed successfully by the service provider.	Clause 2.8: Suspension is provided at Page 36 of Part-I of Section-IV of the RFP. Clause amended as The Purchaser may, by written notice of suspension to the Service Provider, suspend all payments to the Service Provider hereunder if the Service Provider fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the Service Provider to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the Service Provider of such notice of suspension. The suspension of payment will be applicable in cases where the penalties calculated by the purchaser exceed the PBG amount
30				Termination, P37-38: As per this clause the employer can terminate the agreement if the Service Provider places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Purchaser. Termination, P37-38 10) Clause 2.9.1 (l):	9) Clause 2.9.1 (e) We request that this risk purchase clause, shall not be applicable in case termination is effected due to clause 2.9.1 (c) (i) and (k).	Clause 2.9.1 is provided at Page 36 and 37 of Part-I of Section-IV of the RFP. No change in the RFP

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31				11) Clause 2.9.5: Payment upon Termination, p39-40:	<p>a) In point (a) , k(i) to k (iii) should be replaced with (k).</p> <p>b) In point (a), (j) should be replaced with (j) (i) to (iii).</p> <p>c) We request that the termination, if necessary is effected as per clause 2.9.1 (k), the purchaser shall the following amounts to the service provider:</p> <p>a) The Contract Price, properly attributable to the parts of the system/project executed by the Vendor as of the date of termination.</p> <p>b) The cost of satisfying all other obligations, commitments and claims that the Vendor may in good faith have undertaken with third parties in connection with the contract.</p> <p>c) The cost of all the material, hardware, equipments, and manpower etc, purchased and/or employed by the Vendor for performing its obligations under the Contract.</p> <p>d) The cost of removing all Supplier's Equipment from the site, repatriate the Supplier's and its Subcontractors personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind.</p> <p>e) The cost of meeting any other obligations towards the purchaser due to such termination.</p>	<p>Clause 2.9.5 is provided at Page 38 and 39 of Part-I of Section-IV of the RFP.</p> <p>Point (a) and (b) has been incorporated in Corrigendum III. In clause 2.9.5(a) k(i) to k(iii) will be replaced by j and In clause 2.9.5(b) j will be replace by k(i) to k(iii)</p> <p>For points c to e - no changes in RFP</p>
32			8) Clause 6: Payment Terms, p44/Clause 6.3 of SCC, p49-50:	Payment terms	<p>We request that the payment shall be released on monthly basis by the Purchaser in place of payment after a quarter and payment be released within 30 days of raising invoice by the Seller (instead of 45 days)</p> <p>a) The following clause be added : The vendor also reserves the right to withhold the provision of the Services and/or any Additional Services till such time all the payments due to it under the contract have been made by the purchaser and any such withholding by vendor shall not be treated as breach by it of the provisions of this Agreement.</p> <p>b) Invoices shall be deemed to have been accepted if Customer does not furnish a written objection specifying the nature of the dispute within ten (10) days from the date of invoice.</p>	<p>Clause 6.3(a) is provided at Page 43 of Part-I of Section-IV of the RFP</p> <p>clause amended as The Service Provider shall submit the invoice for payment when the payment is due as per the agreed terms on 1monthly basis</p> <p>clause 6.3(4) is provided at Page 48 of Part II of Section -IV of the RFP</p> <p>clause amended as Eligible Payments against invoice submitted (accompanied with all requisite documents) shall be released within 30 days of submission of invoice.</p>

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33			Clause 8.2: Arbitration, p45/Clause 8.2 (a) of SCC, p50:	In case of failure of the two arbitrators, appointed by the parties to reach a consensus regarding the appointment of the third arbitrator within a period of 30 days from the date of appointment of the two arbitrators, the Presiding arbitrator shall be appointed by the Purchaser and/or any Department of Govt. of India.	We request to consider that in case of arbitration, the Presiding arbitrator shall be appointed by the High Court of concerned State.	Clause 8.2(a) is provided at Page 44 of Part-I of Section-IV clause 8.2(a) is provided at Page 49 of Part II of Section -IV of the RFP clause amended as Ministry of Law, Government of India
34			20) Clauses 9.1 to 9.4: Liquidated Damages, p45-46:	<p>Clause 9.1: If the services supplied do not meet the minimum specifications and standards as per the Contract, and the same is not modified to meet the requirements within 14 days of being informed by the Purchaser, the Purchaser shall be free to impose any penalty as deemed fit.</p> <p>Clause 9.2: The amount of liquidated damages for services under this Contract shall not exceed the Contract Price.</p> <p>Clause 9.3: The Service Provider is liable to the Purchaser for payment of penalty as specified in the SLA. The SLA penalties are given in SLA agreement at P31 which are very high even 200% of the undiscovered price+ for each pending request or 200% of the fees that will be due for print and post of such letter by UIDAI. The % is not given at point 2 of Table given at p31.</p> <p>Clause 9.4: The IA must adhere to the schedule mentioned in SC 2.3. The Purchaser may impose liquidated damages on the IA during this period(after signing of the contract) for the delay in the implementation as per the following : -0.5% or part thereof of the estimated contract value for each week of delay, not exceeding 10% of the contract value.</p>	Liquidated damages/Penalties mentioned under this contract are very high. We request that to consider overall LD/Penalty under any provision of the contract to be limited to all not exceed 10% of contract value	<p>Clause 9.1 to 9.4 is provided at Page 44-45 of Part-I of Section-IV of the RFP No change in the RFP.</p> <p>Please refer point 2 of Note under SLA Table of Part II of Section III on Page 30 of the RFP mentioning that "If the Penalty exceeds 25% of the fees in two consecutive quarters or two out of three consecutive quarters, UIDAI will reserve the right to terminate the contract."</p>

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35			1) Clause 12.1 (iii) Miscellaneous us, p47:	The Service Provider shall at all times indemnify and keep indemnified the Purchaser against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Project.	<p>We request to include the following proviso:</p> <p>Service Provider shall be liable to indemnify the Purchaser only if: (i) Purchaser has promptly provided Service Provider intimation of such claim; (ii) Purchaser has not admitted to or accepted any of the claim; (iii) Purchaser has authorized Service Provider to defend or settle the claim; (iv) Purchaser has provided such assistance and information to Service Provider as may be required by Service Provider.</p> <p>Further, Service Provider indemnification shall not extend to any such Liability which arises as a result of (a) use of Service Provider deliverables or Services in a manner inconsistent with instructions or documentation provided by Service Provider; (b) combination of Service Provider deliverables or Services with software or other programs not provided by the Service Provider.</p>	Clause 12.1 (iii) is provided at Page 46 of Part-I of Section-IV of the RFP No change in the RFP.
36			22) Annexure-III: PBG Format, p66-67:	PBGFormat	<p>We request that following Clause be added in the format Notwithstanding anything contained herein above, our liability under this Guarantee is limited to Indian Rs. _____ (Indian Rupees (in words) _____) and our guarantee shall remain in force until _____. (Indicate the date of expiry of bank guarantee)</p> <p>Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us by the said date, the rights of Customer under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the rights of Customer under this Guarantee shall be valid and shall not cease until we have satisfied that claim.</p>	PBG Format is provided at Annexure III of Section V on page 65-55 of the RFP. No change in the RFP
37				14) Clause 3.6, p41: Accounting, Auditing and Inspection: These clauses give right to the purchaser of Auditing and Inspection upto five years from the expiration or termination of the Agreement.	We request that prior to audit consent of the Bidder be taken for modalities and the cost of audit be borne by Purchaser	Clause 3.6 is provided at Page 40 of Part-I of Section-IV of the RFP Cost of Audit will be borne by UIDAI

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38	21	SECTION-III	SCOPE OF WORK, DELIVERABLES AND SLAs	<p>The current trend receiving requests through these modes is shown in the below table:</p> <table border="1"> <tr><td>Jan,2013</td><td>59049</td></tr> <tr><td>Feb</td><td>83354</td></tr> <tr><td>March</td><td>116471</td></tr> <tr><td>April</td><td>125470</td></tr> <tr><td>July</td><td>120328</td></tr> <tr><td>August</td><td>147890</td></tr> <tr><td>September</td><td>207137</td></tr> <tr><td>October</td><td>149660</td></tr> <tr><td>November</td><td>169953</td></tr> <tr><td>December</td><td>229178</td></tr> </table>	Jan,2013	59049	Feb	83354	March	116471	April	125470	July	120328	August	147890	September	207137	October	149660	November	169953	December	229178	<ol style="list-style-type: none"> 1. What is the % of mail v/s online request in 2013? 2. Do we have to call resident for every instance / update? 3. How do we verify the change request like Gender, mobile number and so on? Is there any guidelines? 4. You conveyed that UIDAI has done pilot. Can we know the name of agency involved with UIDAI? 5. Can we have brief description of OTP to be sent to resident for Online request? 6. What are the average number of pages per physical request? 7. What is the time frame for which we need to retain these records? 8. What is the frequency in which the DMS partner will pick up these records? 9. Please confirm the days / timings of operations for processing centre. 	<ol style="list-style-type: none"> 1. Please refer answer (1) of query 1. 2. Please refer answer (1) of query 3. 3. Standard Operating Procedures(SOP) will be shared with Successful Bidder 4. No. 5. Online OTP is generated by UIDAI's application 6. One page application + proof documents copies depending on the field to be updated 7. Till they are handed over to DMS 8. Frequency will depend on the volume of documents. 9.As per the convenience of the IA. IA shall adhere to the Service level mentioned in the RFP <p>UIDAI believes that this current trend (provided in the RFP on Page 21) is not a indicator of likely behavior of near future it may change in future.</p>
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39	22	Section 3	Scope of Work, deliverables and SLAs	Currently these requests are handled in the following regional offices catering to various languages. In future, UIDAI may allow enrollment/update in other languages.	What has been the ratio of the various languages Vis a Vis the total number of requests handled in the previous year?	Clause is provided at page 21 of the RFP Please refer answer (2) of query 1.																				
40	24	PART-I: Description of Services	1.1 Stakeholders of the BPO Process	Document storage and submission to UIDAI Document Management System (DMS) Agency along with manifest file.	Please confirm whether we would need to submit physical documents to DMS agency or whether we would need to scan the documents and send soft copies to the DMS agency.	Clause is provided at page 23 of the RFP Physical documents to be submitted to DMS																				
41	24	PART-I: Description of Services:	1.1 Stakeholders of the BPO Process	Document storage and submission to UIDAI Document Management System (DMS) Agency along with manifest file.	If we have to provide scanned documents, would physical storage of documents fall under the current scope of services?	Clause is provided at page 23 of the RFP No																				
42	25	PART-I: Description of Services	1.2 Roles & Responsibilities	Establish the network for the connectivity between the SSUP processing centres and the UIDAI systems as per the UIDAI security protocols	Please provide a little more elaboration regarding the Security protocols followed by UIDAI	Clause is provided at Page 24 of the RFP. Information security guidelines are classified information for UIDAI. It may be shared on written request.																				

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43	25	PART-I: Description of Services	1.2 Roles & Responsibilities	Set up the required infrastructure at the location of the SSUP processing centre(s)	Please confirm whether venues for processing centre (s) would be provided by UIDAI	Clause is provided at Page 24 of the RFP. IA has to provide
44	27	PART-I: Description of Services	1.3 Scope of work	Employ a third party agency (to be approved by UIDAI) to do an audit of its process.	Is there a list of pre-approved audit agencies available with UIDAI?	Clause is provided at Page 26 of the RFP. No
45	26 , 27	PART-I: Description of Services:	Update of Mobile number for resident	In certain cases, where the resident has not given a mobile number at the time of enrollment or the number is not in use, UIDAI has provided an additional facility.	Based on the previous data can you confirm the percentage of such request for agency to ascertain the OTP printing volume?	Currently Service is not in operation
46	48	PART-II	SPECIAL CONDITIONS OF CONTRACT	Commence of operations handling requests in Hindi and Telugu by the Agency by deploying at least 5 personnel for each of the language	Is there any specific reason for starting with only Hindi and Telugu in first phase, 5 people each on T+45 days?	Hindi and Telugu are selected because existing volume of these languages are high. Number of agents required depends upon the volume to meet the requirements of the RFP and SLA . It is the minimum requirement to start with at T+45 days. IA can put in more Agents as per the requirement. As mentioned in the Section IV, Part II, Point no. 5 of table in the clause 2.3, on page 48 of the RFP, T+90 day is the date for Commencement of full scale SSUP IA operations (Steady State)
47	60		Form 6 - Commercial Proposal Format	Consolidated Commercial Quote as per scope of work. Total Cost for handling an update request received through SSUP C1. Total cost for handling an update request received through Post C2	We need more clarity on the Commercial quote. As per our understanding C1 includes calling, verifications, Approval cycle and the rate is to be quoted per request. C2 include Collection of mail from PO Box, opening the mail, Segregation, scanning, upload to the system, calling, verification and Approval cycle and the rate is to be quoted per request.	Please refer corrigendum II

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48	24				Please provide details of hardware / software / network for connectivity between SSUP processing centre and UIDAI. Please also provide the location of UIDAI SYSTEMS	Scope of work, requirements and SLAs are provided at Section III of the RFP. IA has to provide required hardware & software necessary to accomplish the work and meet the SLA requirements provided in the RFP and this may include desktop/Scanner with latest browsers, printer, telephone etc. for the agents. Bandwidth and networking required need to be estimated by the IA depending upon the numbers of Agents to be deployed by IA. No point to point connectivity is envisaged currently. So location doesn't matter
49	27		Clause 1.3		As the amount towards speed post / registered post need to be paid in Advance to DOP, Will UIDAI provides advance payment for the same?	Clause 1.3 is provided at page no. 27 of Part I of Section III of the RFP. No
50	30			SLA Table	Kindly confirm that numbers of days mention in SLA table are working days. Please share the process to be followed in case the document provided by citizen is incomplete / wrong. Will the IA be paid for these incomplete transactions?	Clause is provided at Table (expected service performance levels from the IA) of Part II of Section III on Page 30 of the RFP. Numbers of days are calendar days. Detailed SOP will be shared with successful bidder. Incomplete documents from citizen may result in rejection of request and may be treated as transaction processed
51	42		Clause 5.2		Service tax will be charged extra as per actual, In case of any change in future the same will be to your account. Kindly Confirm/	Yes
52	26		Clause 1.3		The role of verifier and approver in processing an update is similar to maker / checker arrangement in BPO.	Clause 1.3 is provided at page no. 26 of Part I of Section III of the RFP. As per the RFP
53		General			As the scope of work under this RFP for a BPO partner is manpower intensive, it is requested to allow a reasonable yearly increase in the price quoted by bidder year on year. In other projects also UIDAI has this provision for increase in rates earlier after completion of a particular years (you may refer to software Empanelment order of UIDAI	it is expected from the bidder to factor in the escalation cost in commercials

S.No	Page No. of RFP	Section	Clause	RFP Statement	Query	Response/ Clarification
54					We understand that volumes of Updates cannot be predicted precisely. We plan to create a capacity to take care of reasonable variations in volume. Any sudden increase of volume is expected to have effect on SLA for a short period. In such cases the relaxation in SLA should be considered BY UIDAI	IA shall adhere to SLAs mentioned in the RFP. No change in the RFP. if more than 15 % volume variation than relaxation in SLAs for 30 days for that particular month and it will be applicable only for the incremental volume above the threshold.
55					We recommend that UIDAI may take separate unit rates for online & physical mode as the rates of Physical mode is expected to be higher & we cannot predict ratio of online Vs Physical mail. UIDAI this way will be able to select two separate L1 rates	Please refer corrigendum II
56					BPO Turnover: CMC Business units are structured as SBUs. ITES SBU primarily caters to BPO/KPO & back office activities. Will UIDAI accept revenue of ITES SBU to take care of this prequalification	Yes
57					We request that the bid submission date may kindly be extended for two weeks from date of release of clarifications .	Last date for submission will be 7th March 2014. Please refer corrigendum III for schedule for RFP
58					We trust and hope that average annual turnover of 15-20 Cr and manpower of 400/500 should be enough.	No change in the RFP
59	12	Part III Table 1	Criteria for prequalification	S. No. 2 - The Bidder should have been in operation for a period of at least 5 years as of 31-03-2013, as evidenced by the Certificate of Incorporation and Certificate of Commencement of Business issued by the Registrar of Companies	Request to change the same as %The Bidder should have been in operation for a period of at least 5 years as of date of the tender document i.e. 28-01-2014, as evidenced by the Certificate of Incorporation and Certificate of Commencement of Business issued by the Registrar of Companies+	No change in the RFP
60	13	Part III Table 1	New	New	IA should be enrolment agency empanelled with UIDAI, as front office requests have to be validated with Supervisor / operator biometric print	No change in the RFP
61	14	Table 2	Technical evaluation criteria 2.1	For the criteria %BPO Experience in similar projects+, Documents required given as CVs of the individuals	Request for the same to be changed as Case Study to be given supported with LOI / Agreement / Work orders to be furnished instead of CVs of individuals	No change in the RFP

S.No	Page No. of RFP	Section	Clause	RFP Statement	Query	Response/ Clarification
62	14	Table 2	Technical evaluation criteria 2.3	Proposed Project Management & Governance structure	Request for providing the Profile format for standard response	No change in the RFP
63	17		Evaluation of commercial bids	b. It is envisaged to engage 2 (two) IA for the work	Request to clarify how demarcation between two IA will be done for sharing of work, uniformity of software, process etc. as this will help in prepare the sizing for this project and arriving at commercials	Please refer Section III, Part-I: Description of Services, Clause 1.3, Note below the table on Page 26 of the RFP mentioning that "The selection of the agency shall be the prerogative of the resident. UIDAI will endeavor to provide the average days for processing the request by the IA, to help the resident make an informed choice."
64	21	Scope of Work, Deliverables and SLAs	Current trend of receiving requests	Current trend of receiving requests	1. Volume variance indicate any pattern, since this agreement is for two years, request to provide projects for each category of service requests so that bidders will have uniform understanding. 2. Further request to also share the volumes per language so that we can understand on how to rollout services across multiple regions with varied languages. 3. Request you to also let us know percentage of updates coming through SSUP and physical.	1. Please Refer Note under clause 7 Performance Bank Guarantee of Part 1, of Section II mentioning that " The total contract value shall be estimated taking a projection of approx. 60 lakh per annum requests. However, this projection shall be revised quarterly for the purpose of estimating the contract value during the extension period and subsequently the PBG." 2. Please refer answer (2) of query 3. 3. Please refer answer (1) of query 3.
65	24	1.2.2	Responsibilities of the SSUP-BPO Implementation Agency (IA)	Establish the network for the connectivity between the SSUP processing centers and the UIDAI systems as per the UIDAI security protocols	What is the expected network to be setup for connectivity? Should we establish leased line with UIDAI and if so to which Data Center of UIDAI should we connect to?	Bandwidth and networking requirement need to be estimated by the IA depending upon the numbers of Agents to be deployed by IA. No point to point connectivity is required, internet link is required
66	27	1.3	Update of Mobile number for resident	Print and Post of the OTP letter	Should we print and post the letter in standard pin stationery format. If yes, should the same be printed from a central location?	Yes printing will be in standard pin stationery format. Printed can be done from multiple location. The payment to the IA shall be made as per the applicable Speed Post/Registered Post rate (whichever is less) for the delivery of such letters by India Post from the point of printing(to be a single location identified by IA at the time of contract) and the destination.

S.No	Page No. of RFP	Section	Clause	RFP Statement	Query	Response/ Clarification
67					We would like to state that the your good office has asked in Qualification Criteria i.e %annual turnover+and %Min. 1500 employee strength+is a deterrent for some good small 300 to 500 seats call center to bid for above mentioned tender. We request your good office to reduce the annual turnover clause of last three years from 100 crore to 5 to 6 Crores and reduce minimum employee strength of 1500 to %200 to 500+ so that we can also bid for this tender.	No change in the RFP
68					Q-1. Is it require to set up the office at multi location?	Please refer Clause 1.2.2 (b) of part I of Section III at Page 24 of the RFP
69					Q-2. We require the trends of the request receiving from multi location?	No such trend is available
70					Q-3. Qualification for Verifier and the Approver?	Agents Should at least be graduates with requisite soft-skill training and working knowledge of computer. Agents Should have excellent communication skills in language they will be handling.
71					Q-4. One agent can do multiple rolls (Data Entry, Verifier and Approver)?	Yes but same request should be processed through different data entry operator, verifier and approver
72					Q-5. How many request can one agent handle on daily basis?	Currently UIDAI person handle 150-175 request per day
73					We wanted to know the sub-contract route is open for us as we don't meet the eligibility criteria of 100 crores turnover, but we work with top tier IT-BPO companies.	No change in the RFP