

S. No	Page No. of RFP	Section	Clause	RFP Statement	Query	Response/ Clarification by UIDAI
(i) Dr ITM Limited						
1	18	III	Part-III (Stage-II, S.No.-4)	Bidder's average annual turnover from Call Center operations (Inbound/outbound) within India only (irrespective of client's location), during the previous three financial years (2012-13, 2013-14, 2014-15) must be at least Rs. 100.00 Crores. Moreover the bidder must have handled/completed at least three call center operation projects valuing Rs. 8.00 Crore each during last 3 years	As more than 95% call centers in India do not fulfil this condition, it will render all of them ineligible. Otherwise also the turnover condition is too impractical having regard to the volume of business. Such a condition will give impression that UIDAI is interested in a particular service provider, also it will through most of the BPO operator out of zone of consideration. Kindly reduce the turnover condition to a reasonable level at approx Rs. 15-20 Crores.	Pl refer to SI no 4, section III, page no 18 of RFP.
2	16	III	Part-II (Paragraph-Ref 6.1)	Tenure of Contract: The Contract shall be in force for ONE YEAR from effective date mentioned by SC 2.1, subject to adherence to timelines/time frame and as per the terms and conditions of RFP	The BPO operator has to make huge investments on IT & other infrastructure & recruiting manpower is not a small job. It takes time to setup a BPO & train the executives. Retrenching the service of these employees after small service of one year may also attract labour laws. One year period is too short for an operator to recover the cost of assets. Therefore it will be just unfair if the tenure of call center is =< 2 year	Pl refer to para 19 datasheet, section III, page no 16 of RFP
(ii) iEnergizer IT Services Pvt. Ltd						
1	1	I	6(sl. No.5)	Last date for submission of bids (15.00 hrs.) is 28.10.2015	For submission of RFP response, standard practice is to provide at least 2 weeks from date of providing the clarifications. As clarifications are being provided on 21-10-2015 , date of submission should be extended from 28-10-2015 to 04-11-2015	Pl refer to part 1, SI No 6, section I, page no 1 of RFP
2	16	I	Part II – Data Sheet	Extension of Contract: The contract may be extended by a period of One Year or a part there of, subject to satisfactory performance.	In case the contract gets renewed , will it get renewed at existing rates or at new rates	Will be renewed at the existing rates.
3	16	I	Part II Data	Amount of EMD is	Request if EMD can be	Pl refer to para

F. No. 14014/23/2015 –Logistics-CRM

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			Sheet	Rs.50.00 lakh.	reduced to 25 lakh.	19 datasheet, section III, page no 16 of RFP
4	18	I	Stage II Prequalification	Bidder's average annual turnover from Call Center operations(inbound/outbound)within India only(irrespective of the client's location), during the previous three financial years (2012-2013, 2013-2014& 2014-2015) must be at least Rs. 100.00 crore (Rupees One hundred Eighty crore only).	<p>1. In figures you have mentioned 100 Crore and in words its mentioned as Rs One hundred and Eighty Crore. What is the correct requirement, 100 crore or 180 crore.</p> <p>2. Please clarify whether average turnover will be calculated by adding turnover of three financial years and dividing the sum by three.</p>	<p>It is Rs. 100 crore(Rupees one hundred crore)</p> <p>Pl refer to Sl no 4, section III, page no 18 of RFP.</p>
5	18	I	Stage II Prequalification	Bidder's average annual turnover from Call Center operations(inbound/outbound)within India only(irrespective of the client's location), during the previous three financial years (2012-2013, 2013-2014& 2014-2015) must be at least Rs. 100.00 crore (Rupees One hundred Eighty crore only).	<p>Projected Call Volume has been mentioned as 26 lakh calls. It implies 2.17 lakhs calls per month. With AHT presumed as 4 minutes and rate presumed @ Rs 3.00 per connect minute, monthly invoicing shall be shall be approximately 26 lakhs. Adding Email and Chat invoicing as well, billing may be presumed as 30 lakhs per month.</p> <p>For a monthly billing of about 30 lakhs and annual billing of 3.60 Crore, putting in qualification requirement of turnover of Rs 100 crore is too much.</p> <p>Even if we keep turnover qualification requirement @ 10 times of approximate annual billing , Bidder's average annual turnover from Call Center operations shall be kept as Rs 36 to 50 Crore in place of Rs 100 Crore.</p> <p>Requirement of Rs 100 Crore is too much and is not in proportion to business requirement and normal industry practice.</p>	Pl refer to part IV, section III, page no 27 of RFP.
6	18	I	Stage II Prequalification	Bidder's average annual turnover from Call Center operations(i	1. Average Turnover of the holding / parent company should also be	Pl refer to Sl no 4, section III, page no 18

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				nbound/outbound) within India only(irrespective of the client’s location), during the previous three financial years (2012-2013, 2013-2014& 2014-2015) must be at least Rs. 100.00 crore (Rupees One hundred Eighty crore only).	considered 2. Requirement of Rs 100 Crore may not allow some genuine bidders to compete. In interest of getting competitive rates and best deal , UIDAI must lower this requirement of average annual turnover of last three financial years to any figure between 36 to 50 crore.	of RFP.
7	37	IV	3- Headsets	Compatible Headset for 100% workstation, with-jacking facility in at-least 25 % of the workstations.	All of current USB headset providers do not provide Y-Jacking facility on USB models required for this solution and thus this point needs to be either deleted or needs further discussion / clarifications.	As per UIDAI’s knowledge this facility is available in market.
8	27	I	Part IV – Call Volume Projection	Total Call Volume Projection for year 2015-16 is 25 lakh calls	RFP refers that bidder will have to handle 60% of the call volume. Does it mean 60% of 25 lakhs calls i.e. about 15 lakh calls	Pls refer para 4 of part 1, section I, page no 3 & part IV, section III, page no 27 of RFP
(iii) Karvy Data Management Services Limited						
1	18	I	Part-III, eligibility criteria S.No.4	*Upto a maximum of Rs 100 Crore per bidder	Can we bid for all domains & regions if average annual turnover is more than 100 crore.	Yes, However there is no mention of any domain & regions in the RFP.
2	22	I	Stage III, Technical evaluation sl. No. 1 of I- Past experience.	The bidder should have served two clients (Only government/ PSU clients for bidders bidding in Domain 3)	1. Please clarify the experience from government/PSU clients is required only for domain 3 or all other domains. 2. Request you to consider work experience for corporate clients also for all domains.	Pl refer to stage 3, section III, page no 22.
3	15	Technical capability		Billing Requirement for Domain 1	If a bidder is bidding for doamin 1 region 1, please clarify technical capability have to INR 20 Lacs or (INR 20 lacs for region 1+INR 10 Lacs for region 2)	There is no mention of domain in the RFP.
4	16	4.1. BIDDING SUBMISSION, e		FINANCIAL BID for each domain and for each region shall be submitted in separate sealed envelopes (mentioning	1. Do we need to submit technical bid in hard copy 2. Do we need to submit	Nothing like this mentioned in the RFP.

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		f		the domain and region on each envelope) in a sealed cover superscripted “Financial Bid for NICS I tender for hiring Support Services” well before the due date and time specified. In case a bidder fails to submit FINANCIAL BID by the due date and time, the bid will be rejected and EMD forfeited.	financial bid in hard copy	
5	11& 12	I	Clause 10.1 & 10.2 of ‘Instruction to bidders,	Earnest Money Deposit (EMD) in the form of Demand Draft, from a scheduled commercial bank, drawn in favour of NICS I, payable at New Delhi.	Request you to accept EMD in the form of Bank Guarantee. Please clarify one single DD/ BG to be submitted for all domains & regions?	There is no mention of NICS I in the RFP. Pl refer to part I , sl no 10, section III, page 11-12 of RFP.
6	53	ANNEXURE - VII: UPLOADING PROCEDURE		Packet-3 Financial Bid (UNPRICED)	Please clarify financial bid without any price has to be uploaded, and financial bid with price to be submitted physically at NICS I	There is no mention of NICS I in the RFP. All bids are to be submitted in hard copy form to UIDAI .
(iv) Strategic Marketing Pvt. Ltd.						
1	19	I	Part 3, Stage 2, Point 11	The service provider must have atleast 1000 agents employed in delivering inbound contact center services as in 30-09-2015Certificate from Service Provider’s HR Head	What is the standard format for the certificate?	No Standard format, the company may provide in any format but the requirement needs to be clearly certified.
2	19	I	Part 3, Stage 2, Point 12	The service provider should have atleast 250 inbound contact center seats operational at a single location in India as on 30-09-2015Certificate from Service Provider’s IT head	What is the standard format for the certificate?	No Standard format, the company may provide in any format but the requirement to be clearly certified.
3	20	I	Part 3, Stage 2, Point 13	The service provider must have demonstrated capability of servicing customers in Hindi, English and at least two of the required vernacular languages Certificate from the service provider’s Recruitment Head	What is the standard format for the certificate?	No Standard format, the company may provide in any format but the requirement needs to be clearly certified.

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4	21	I	Part 3, Stage 3, Technical Evaluation Criteria, Point 1	Past Experience of the firm Evaluation of experience of managing contact centers operations in India	How do you propose to evaluate the experience – by visit or interview of staff?	The evaluation will be done on the basis of information provided with necessary documents. The same may be also verified during site visit.
5	21	I	Part 3, Stage 3, Technical Evaluation Criteria, Point 1	Past Experience of the firm Evaluation of experience of managing contact centers operations in India	What is the standard format to provide this information; is self certification required; if yes, what is the format?	No Standard format, the company may provide in any format but the requirement needs to be clearly certified.
6	21	I	Part 3, Stage 3, Technical Evaluation Criteria, Point 2	Team Skills Evaluation of service provider's operational strength in India and the proposed team for this engagement	How do you propose to evaluate the operational strength. Is self certification required; if yes, what is the standard format?	No Standard format, the company may provide in any format but the requirement needs to be clearly certified.
7	16	I	Part 2 : Data sheet; Paragraph reference 6.1	The Tenure of Contract Contact shall be in force for one year from effective date mentioned by SC 2.1. subject to adherence to time lines/ time frame and as per the terms and conditions of RFP	Why is the contract for a period of one year only wherein previous RFP floated had contract durations of three years each?	Pl refer to para 19 datasheet, section III, page no 16 of RFP.
(v) TATA BUSINESS SUPPORT SERVICES LTD						
1.	3	I	Part II , Point no. 4 Introduction	One of the Firm's contract is expiring on 29.11.2015. This Request for Proposal document is intended to invite bids from reputed and reliable firms for operating the 'Contact Centers' of UIDAI in respect of this 60 per cent call volume and 100 per cent of email volume. Beside this UIDAI also intends to start Chat services through this Request for Proposal.	So the prospective vendor for this new RFP should restrict themselves for the costing of 60% of call volume and 100% of email volume as given in the RFP? Does it mean when chat services are going to be started they would be billed at the same rate of per connect minute rate? How many chats should an agent handle at one point of time? Each chat would be considered as one service to be billed at the per connect min rate? Would each chat (irrespective of its	Pls refer para 4 of part 1, section I, page no 3 & part IV, section III, page no 27 of RFP Pl refer to Annexure II, section VII, page 106.

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					duration) would be considered as one chat to be paid at the rate of per connect min? or the chat would be billed as per the AHT* connect min rate?	
2.	5	I	Existing set up	The inbound calls received on the toll free numbers are first received on UIDAI's IVRS and then routed to the contact center if the caller requests for a Resident Support Executive (RSE).	How much of the call volume is been handled and closed at the IVR out of the total call volume projections shared in the RFP?	The call estimations provided in RFP are calls offered to CCF.
3.	11	Section II	9. Taxes	In case of change in taxes under change in law, appropriate parties shall be passed the benefit of the same over and above the contract value.	Request UIDAI to confirm to pay for the changes in the services tax as per the change in law as over and above the contract value...as MSP is involved in finalizing the invoices and its consequent payment to the vendor? Further did UIDAI pay for the change in the Service tax impact to its current service provider whose contract is coming to an end on 29.11.2015...as recently there has been a change in ST from 12.36% to 14%?	Pl refer clause 5.2, GCC under section VI, page 90-91.
4.	16	Section III	Part-II, Data Sheet 6.2	Extension of Contract: The contract may be extended by a period of One Year or a part thereof, subject to satisfactory performance.	If the contract is extended by a period of one year or a part thereof, will UIDAI accommodate the YOY inflation on the per connect minute rate? We recommend yearly inflation as per Minimum Wages % increase.	The contract will be renewed at the existing rate.
5.	27	III	Part IV Allocation of call volume	The 60 per cent of total call volume, 100 per cent of email volume and 100 per cent chat volume as specified in Para 4 Part-II of Section I, is intended to be allotted to L1 through this RFP.	Is there any method/way to authenticate that 60% of the total volume is indeed likely to be obtained by the prospective service provider?	The provision is available in Avaya CM.
6.	27	III	Part IV Allocation of call volume	The expected volume for upcoming years' is detailed below:-F.Y. Year 2015-16 2016-17Monthly Total Call Volume 25 Lakh 27.5 LakhMonthly Total E-mail Volume 46,000 50,000Monthly Total Chat	Are these referring to the Overall Call Volumes of 100% to be received by UIDAI? Out of which 60% of the call volume would be shared to the prospective service provider?	Pls refer para 4 of part 1, section I, page no 3 & part IV, section III, page no 27 of

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				Volume Chat volume cannot be determined as it is new service yet to be introduced by UIDAI.	Or it is referring to 60% of call volume that would be allocated to the prospective service provider Volumes mentioned are post IVR or pre IVR?	RFP.
7.	33	IV	2. Infrastructure and Technology	During the Data Center migrations the service provider shall provide provision of MPLS connectivity to all UIDAI's four (4) data centers mentioned below for the period of minimum 2 months to a maximum of 6 months, The same is required for uninterrupted data connectivity between UIDAI's data center and service provider. If the connectivity is required for more than six (6) months, UIDAI will compensate the service provider on the actual cost of MPLS lines for the period beyond six (6) month upon submission of a different invoice which shall be validated by UIDAI's technical partner. UIDAI will inform at least 2 months prior the starting of the migration activity.	Need confirmation from UIDAI as to when this migration is expected to happen within the next 1 to 2 years, as the service provider is to bear the cost for this activity? If the connectivity is required for more than six (6) months, then UIDAI would compensate the service provider for all the four data centers MPLS connectivity costs? Please confirm?	Pls refer clause 2 of section IV, page no 33-34.
8.	74-75	Section VI.	1.6 Location	Location: The Services shall be performed at such locations, as the Purchaser may approve.	Is there any limitation of the number of locations to be operated from?	No limitations.
9.	78	VI	2.4 Expiration of Contract	The Contract may be extended by a period of one year or a part thereof, subject to satisfactory performance.	If the contract is extended by a period of one year or a part thereof, will UIDAI accommodate the YOY inflation on the per connect minute rate?	Will be renewed at the discovered rate.
10.	83	VI	2.9.1.12	The purchaser may, without prejudice to any other remedy for breach of contract, may terminate this contract and forfeit the performance bank guarantee, performance attracts maximum penalty of 25% leviable under the provisions of contract for continuous three months on account of combined SLAs by giving	Max penalty that can be imposed on account of non achievement of SLAs is 25% of the monthly billed amount? Please confirm? As penalty been imposed on the monthly billed amount, does UIDAI share/give access to the service provider to validate the method adopted in determining the non achievement of	Please refer to SLA, Section V, Page 65. The selected CCF would have access to all the necessary reporting tool available in

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				two chances for improvement before termination.	the SLAs/KPIs?	Avaya & CRM
11.	100		6.3, pint no. 5 General terms and conditions of Payment Schedule	Purchaser shall be at liberty to withhold a reasonable portion of the payments due to the Service Provider, till such work/ supply/ service is made conforming to the prescribed standards.	When the MSP is actively involved in validating the billing inputs as per the SLA/KPIs which are well defined and playing a major role in clearing the payment of invoices raised by the service provider...on what basis is portion of the billed amount been withheld? Further, what is broad definition on "Deficient" as per UIDAI terms which seems to be forming the basis of withheld amount? Does UIDAI share "all" the details regarding the performance parameters w.r.t. all SLA/KPI to the service provider on a monthly basis? Please confirm? what is the Max % of the monthly invoice bill shall to be withheld by UIDAI? Is it going to be done on a monthly basis? When would this withheld amount be released? As UIDAI might be withholding some portion of the every month billed amount, will UIDAI be paying any interest on the withheld amount?	Please refer to Part –II, SCC Clause 6.3 Section- VI Page 100.
12.	35	IV	2. Infrastructure and Technology	The selected service provider shall provide the required space, infrastructure, etc... in its premises to install Media Gateway for outbound dialing.	Request you to specify the make and model of the gateway, which will be deployed at the client premises . Who will provide the Dialer - UIDAI or Service Provider?	Avaya media gateway 450. Outbound Dailler will be provided by UIDAI.
13.	37	IV	2. Infrastructure and Technology	The selected service provider will be required to upgrade the system as per CRM up-gradation. UIDAI will inform the service provider at-least 2 months prior to the up-gradation activity	request you to specify the timeline by when CRM will get upgraded and if so , request you to please specify the desktop required to be deployed for operations	Please refer to clause 2 Sl. No. 1 Section – IV page no. 37
14.	27	I	Part-IV	Chat volume cannot be determined as it	Request you to share the languages in which chat	To start with only English

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			Allocation of call volume	is new service yet to be introduced by UIDAI.	to be supported apart from English	language, some more languages may be added on as per need arises.
15.	27	I	Part-IV Allocation of call volume	Chat volume cannot be determined as it is new service yet to be introduced by UIDAI.	We assume that Chat application along with the required licenses of the respective languages will be provided by UIDAI to service provider , please confirm	Access of Chat application will be provided by UIDAI.
16.	27	I	Allocation Part IV of call volume	Chat volume cannot be determined as it is new service yet to be introduced by UIDAI.	We assume that Chat application with predefined scripts/ templates will be shared to service provider for answering the queries of customers in the respective languages	Please refer to clause 4, section – IV page 42.
17.	17	I	Part-III, Stage-II Pre Qualification	Certificate from statutory auditor.	Please confirm if Certificate from any practicing chartered accountant will suffice the need	Please refer to PART- III, Section – III, Page 18-19.
18.	25	I	EVALUATION PROCESS, V. PHYSICAL AND INFORMATION SECURITY Stage -III	The service providers are also required to provide a copy of all available data, information and physical security related certifications including DSCI, ISO27001, BS10012, PCI-DSS, etc.	Are these certifications mandatory "DSCI, ISO27001, BS10012, PCI-DSS" as given in section V	Please refer to Section – III, Item V, Page 25.
19.	22	I	Stage-III, PAST EXPERIENCE OF THE FIRM	Experience in managing (directly/sub-contracting)Call Center operations for inbound/outbound calls within India.	UIDAI will consider sub contracts for government programs as well or only direct contract will be considered for qualification.	Please refer to Stage – III, Sl. No.1, Section - III Page 22
20.	18	I	PRE-QUALIFICATION	Certificate from statutory auditor.	We request for approval on getting the certificates from independent CA supported by Company Secretary	Please refer to PART- III, Section – III, Page 18-19.
21.	32	SECTION-IV	–SCOPE OF WORK	II. Making outbound voice calls.	Would UIDAI provide a Dialer facility for outbound calls or manual dialing would be done. What will be the operating window for outbound calls. Will there be a separate case tagging for outbound voice calls.	Outbound dialler facility will be provided by UIDAI. The timing will be as per industry practice and DOT/TRAI protocols.

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22.	31	SECTION-IV	1. BUSINESS SERVICES :-	IV. Replying Inbound Chats.	Pre requisite for running this inbound chat desk. Clarification required for any queries raised by Resident in non English language. Application on which it will be done. UAT needs to be done prior to implementation. As per PART-II: INTRODUCTION point no.: 4 UIDAI is intending to start Chat services through this RFP, need a tentative commencement date for the same. what would be the methodology to gauge Chat Performance . Would require more details on how one chat will be calculated (conversation based or per message Or with multiple citizen in one common chat) Need a detailed working of Chat process. We request clarity on productivity and idle time calculation for Chat services.	To start with only English language, some more languages may be added on as per need arises. The detailed process will be shared before start of service.
23.				V. End-to-End Responsibility	SLA needs to be defined for every department responsible to give resolution. Escalation matrices needs to be shared in case the issue has gone out of SLA.	Escalation matrix will be shared with selected CCF.
24.	Blank					
25.	36		2. INFRASTRUCTURE & TECHNOLOGY	Workstation configuration: Memory: - 4-GB RAM or more	Currently UIDAI Contact center CRM is operating on 2 GB RAM. Can we Maintain / continue the same	Please refer to clause 2, Section – IV, Page 36-37.
26.	37		2. INFRASTRUCTURE & TECHNOLOGY	Headset: Y-jacking facility	We have live call listening facility in the current Avaya One X communicator used for Quality audit along with Avaya QM.	Query is not clear.
27.	37	SECTION-IV	3. RESOURCE ON-BOARDING	3. RESOURCE ON-BOARDING	In order to Onboard the required man power can we get month wise / day wise / interval wise & language wise call	Please refer to “Projections and Compensations” Section – V,

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			G		projection with 90% accuracy. What will be the hiring time for Vernacular candidates	Page 66.
28.	37	SECTION-IV	3. RESOURCE ON-BOARDING	Must be a graduate or Higher in any discipline. (RSE/ Sr. RSE). Should have at least 6 months experience	Can we hire under graduates who has fair knowledge of contact center industry.	Please refer clause 3, section – IV, Page 38
29.	37	SECTION-IV	3. RESOURCE ON-BOARDING	Team Managers: Must be a graduate or higher in any discipline. Should be trained on COPC (or similar) methodology	Can we hire under graduates who has fair knowledge of contact center industry.	Please refer clause 3, section – IV, Page 38
30.	37	SECTION-IV	3. RESOURCE ON-BOARDING	Assistant Manager: Must be a graduate or higher in any discipline. Must be certified from NASSCOM (or similar Certification agency)	Can we hire under graduates who has fair knowledge of contact center industry.	Please refer clause 3, section – IV, Page 39
31.	37	SECTION-IV	3. RESOURCE ON-BOARDING	Trainers: Must be a graduate or higher in any discipline. Should be trained on COPC (or similar) methodology	Can we hire under graduates who has fair knowledge of contact center industry.	Please refer clause 3, section – IV, Page 40
32.	37	SECTION-IV	3. RESOURCE ON-BOARDING	Quality Evaluator: Must be a Graduate or Equivalent in any discipline.	Can we hire under graduates who has fair knowledge of contact center industry.	Please refer clause 3, section – IV, Page 40
33.	37	SECTION-IV	3. RESOURCE ON-BOARDING	RATIO OF STAFF MEMBERS The criteria for providing RSEs, Sr. RSEs, TMs, AMs, Trainers, QM, QEs, and is as follows: 1. One (1) Sr. RSE for every one (1) RSE (The RSE should not be reporting to a Sr. RSE; A Sr. RSE should be a better and more experienced executive.) 2. One (1) TM for every 15 RSEs/Sr. RSEs or part thereof. 3. One (1) AM for every 75 RSEs/Sr. RSEs or part thereof. 4. One (1) QE for every 30 RSEs/Sr. RSEs or part thereof. 5. One (1) Trainer for every 60 RSEs/Sr. RSEs or part thereof.	Can we hire under graduates who has fair knowledge of contact center industry.	Please refer clause 3, section – IV, Page 41.
34.	42	IV	4. TRAINING	4.3 ON-JOB TRAINING The period for on-job	Can we have On-job-training period of 3 days by increasing the login	Please refer clause 4, section – IV,

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			G	training for each resource should be of at least 5 days post clearing the training evaluation test. During the on-job training it is mandatory that the RSEs/Sr. RSEs are required to handle live calls at least for 2 hours every day.	hours duration from 2 hours to 8 hours from the 3rd day.	Page 43.
35.	43	IV	4. TRAINING	4.4 RE-FRESHER TRAINING	Can UIDAI provide / share the training PPT with contact center.	All Orientation Training PPT will be shared with the selected CCF.
36.	44	IV	5. QUALITY ASSURANCE	Para 1: The quality assurance team should have the facility of remote screen viewing of agent workstations and remote call listening.	Since QM tool is provided by MSP, can we have this functionality available in the same tool.	Remote screen viewing of agent workstations will be provided by the selected CCF.
37.	44	IV	5. QUALITY ASSURANCE	b. Monitoring 50% calls of all the RSEs/ Sr. RSEs during on-job training.	Can we have 100% call recording on Avaya QM tool to ensure 50% calls of all the RSEs/ Sr. RSEs during on-job training can be monitored. Audit of 50% calls for OJT CCE's is on a higher side as per industry practice. Can we work around for a more practical / feasible target	As of now only 10 % call recording is available, in future, UIDAI may provide 100 % call recordings.
38.	44	IV	5. QUALITY ASSURANCE	c. Monitoring the performance of RSEs and Sr. RSEs on the basis of UIDAI provided Quality Template by reviewing at-least 30 calls or 15 emails (in case of email agents) per RSE/Sr. RSE per month.	30 call audits per month for Per RSE and 15 emails per RSE per month is higher as per industry practice. We need to re look as per industry benchmark	Please refer clause 5, section – IV, Page 44-45.
39.	v	IV	6. REPORTING AND ANALYTICS	f. Providing help in enhancing the existing training modules, frequently asked questions, etc... that help improve in-house operations as well as provide analysis for UIDAI Eco-system partners.	Can a scheduled be fixed for all such activities by UIDAI.	This may scheduled as and when required.
40.	45	IV	6. REPORTING AND ANALYTICS	Para 5: In addition, this team should also be capable of generating Adhoc/customized reports/ MIS as per UIDAI's requirement. The report format shall be flexible and shall be made available either in excel, pdf, txt or any other user-friendly	Please specify list of reports required & would also require access to generate reports from UIDAI CRM Or Avaya CMS rights to be given to contact center.	Required access will be provided to the selected CCF.

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				structure/format on the request of UIDAI from time to time. The report should be configurable to be e-mailed to a defined mailing list.		
41.	46	V	SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS	1. One-Time SLA Parameters. (i) Commencement of services	Will all the required UAT & testing of application be completed by MSP within 45 days.	The selected CCF will not be penalized for any delay on the part of UIDAI.
42.	46	V	SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS	1. One-Time SLA Parameters.	UIDAI to provide / share the training PPT with contact center.	All Orientation Training PPT will be shared with the selected CCF
43.	46	V	SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS	(iv) Submission of training module & test process	UIDAI to provide / share the training PPT with contact center.	All Orientation Training PPT will be shared with the selected CCF
44.	46	V	SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS	(v) Final submission of training module & test process.	UIDAI to provide / share the training PPT with contact center.	All Orientation Training PPT will be shared with the selected CCF
45.				2. Operational SLA Parameters.		
46.	47	V	SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS	(ii) Service level % (SL %)	Can we get a consolidated & separate language wise, day wise, monthly SL% report. Can we get month wise / day wise / interval wise & language wise call projection with 90% accuracy.	The designer report tool is available in Avaya, the access to the same will be provided to MIS and analytics team of the selected CCF to design any desired report from this tool.

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47.	47	V	SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS	(iii) Call abandoned rate	Can we get month wise / day wise / interval wise & language wise call projection with 90% accuracy.	Please refer to “Projections and Compensations ” Section – V, Page 66.
48.	47	V	SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS	(iv) CALL QUALITY SCORE	Can we get 100% call recording	As of now only 10 % call recording is available, in future, UIDAI may provide 100 % call recordings.
49.	47	V	SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS	(v) Resident satisfaction (IVRS)	Clarification on type of calls to be transferred to IVRS required as resolution of complaints depends on different UIDAI department. Can the formula change in numerator & can we include (3: “Average”) as well. TBSS - We need 100% call recording for all such IVRS C-SAT Calls, to gauge reason for citizen dissatisfaction, whether it is due to contact center service Or resolution not available for residents info / Request / Complaint in CRM / No define SOP / PROTOCOL Process Or Complaint pending for action from the respective dept)	All calls with consent from the resident should be transferred to IVRS feedback. Formula – Please refer to SLAs, Section – V, Page 54. As of now only 10 % call recording is available, in future, UIDAI may provide 100 % call recordings.
50.	47	V	SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS	(vii) Agent productivity (AP)	Can we remove or include Aux 5 (e-mail) in Non Productive Aux Time, Email desk RSE's will not be available for calls for the entire login duration, because they would be responding to citizen Emails Only. Also the formula clearly states that it includes Talk Time + Hold Time + After Call Work Time+ Available Time in numerator. Also can we remove these Non Productive Aux Time	Please refer to clause no 7, page 56, section V of RFP .

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					from denominator Can we have an automated report in Avaya CMS which will calculate "Agent productivity" Chat, E-mail & voice call productivity should be calculated separately.	
51.	47	V	SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS	SLA & KPI Penalties:- (A) Out of the 4 KPI parameters, if the vendor does not meet compliance target for consecutive 3 months, then the particular / individual non-compliance parameter would get added to SLA Penalty and not all the parameters (B) Hold Parameter in KPI should be relaxed, since it is already a part of SLA (AHT) which is duplication of parameter, however they want to continue for better governance	Request clarification	(A)- Only that particular KPI for which the selected CCF or does not meet compliance target for consecutive 3 months, will be added to SLA. (B)- Please refer clause 3, page 64, section V.
52.	47	V	SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS	(viii) Average response time for email.	The below mentioned category of e-mails be removed from calculation 1) e-mails received from RO or any UIDAI entity 2) Spam e-mail 3) non- English e-mails. 4) e-mail to which templates are not available. What would be the time lines to create a new category combination if suggested by Contact center & if not implemented as per define time lines, than would the target for these Email category get relaxed while calculating response time for email 3 non working days (National holidays) to be removed from the overall calculation falling under that particular month Can contact center operate 24 x 7 for e-mail desk, because a citizen can send email at any time as per his liberty / availability of time Any non - English e-mail if assigned to the	Please refer to Point –III, Section IV, Page 32 and SLA Sl . No 8, Section V, Page 58.

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					concerned team as per the directives from UIDAI, should not be considered in ERT calculation (numerator or denominator)	
53.	59	V	SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS	(ix)Count incorrect email responses.	What would be the methodology to calculate incorrect e-mail responses how / who would validate the performance. Will the penalty include TAX Per e-mail.	Incorrect e-mail response will be decided on case to case basis by UIDAI. Penalty will be as per RFP Sl.No.9,section V page No. 59.
54.	59	V	SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS	(x) First Time resolution (FTR)	We need to understand source for extracting this data	UIDAI' s MS dynamics CRM Application
55.	60	V	SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS	(xi) Quality of Service (QoS)	Can we get 100% call recording of calls for which the score is <80%	As of now random 10 % call recording is available, in future, UIDAI may provide 100 % call recordings.
56.	62	V	KEY PERFORMANCE INDICATORS (KPIs)	1. ACCURACY OF COMPLAINT LOGGING BY OPERATORS.	Will this include cases where there is no category combination created in UIDAI CRM.	Accuracy of complaints logged by CCF agents will only be considered for this KPI.
57.	63	V	KEY PERFORMANCE INDICATORS (KPIs)	2. INTERACTIONS RECORDPERCENTAGE.	Will this include CRM down time during contact center operational hours.	Un-planned down-time will be excluded from the calculations.
58.	66	V	PROJECTIONS & COMPENSATIONS	PROJECTIONS	Since Chat process is yet to go live, What would be the mechanism to derive month on month Chat projections.	Mechanism will be same as for e-mails.
59.	68	V	PROJECTIONS & COMPENSATIONS	COMPENSATIONS, point 3 b. SERVICE LEVEL% (SL %)	Should not the SL% be waived off in case if the call volume is >110% Will there be a consolidated & language wise, day wise report	Please refer "Compensation" Section V, page 68. The designer

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					available in Avaya CMS given to contact center.	report tool is available in Avaya, the access to the same will be provided to MIS and analytics team of the selected CCF to design any desired report from this tool.
60.	67	V	PROJECT IONS & COMPENSATION S	ACTUAL Vs PROJECTED E-MAIL VOLUME 3. Greater than 110%	Shouldn't the penalty be waived off as, because in order to reply to all the e-mails in 48 hours, Contact Center would require additional man power during the month, which would require hiring / training Will there be a separate calculation made available in UIDAI CRM to track all such cases.	Please refer to "Actual Vs Projected Email Volume" Section V, page no 69-70.
61.	90	VI	5. OBLIGATIONS OF THE PURCHASER	TOLL FREE NUMBER OUTAGE	Please provide a report in Avaya CMS which will give real time RSE count logged in to handle calls for the day.	Report is already available.
62.	90	VI	5. OBLIGATIONS OF THE PURCHASER	5.2 Change in the applicable Law Related to Taxes and Duties	If there is any change in the Applicable Laws of India with respect to taxes and duties, which are directly payable by the Service Provider for providing the services i.e. service tax or any such applicable tax from time to time, than the increase in ST / Any other tax amount should be borne by UIDAI, In order to mitigate service providers additional cost/ losses	Please refer to "GCC and SCC" clause 5.2 Page 90-91.
63.	N/A	N/A	General Queries	Technology	We assume that required infrastructure for O/B dialing i.e. dialer and the corresponding licenses will be provided by UIDAI - hosted scenario or service provider has to provide O/B platform for dialing outbound calls - please elaborate	O/B dialler will be provided by UIDAI.
64.	N/A	N/A	General Queries	Technology	Non Hosted platform - Outbound dialing : DNDC scrubbed	DNDC scrubbing is to be done by the

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					outbound calling data will be provided by UIDAI or service provider has to do the scrubbing , please specify	selected CCF.
65.	N/A	N/A	General Queries	Technology	During the MPLS migration , does the service provider to provide / maintain the routers at 4 DC/ DR locations of UIDAI or Service provider to provide and maintain it	There is only one DR location at Kodigehalli(Hebbal) Data Centre, Bengaluru, However, The selected CCF needs to maintain routers at 2 main DC locations for some time as mentioned in RFP. Section-IV Page-34
66.	N/A	N/A	General Queries	Technology	What is the internet bandwidth per seat to be provided by the service provider for 25% workstations - please specify	It is clarified that it is 256 Kbps.
67.	N/A	N/A	General Queries	Technology	Does the service provider to provide firewall at their premises , if so specify any specific model/ make and is it need to have this placed in HA mode	Recommended.
68.	N/A	N/A	General Queries	Technology	We assume that outbound PRI will be provided by UIDAI or service provider will provide it and UIDAI will reimburse the same on monthly basis at actual , please specify	The outbound PRI will be provided and maintained by UIDAI.
69.	N/A	N/A	General Queries	Technology	If service provider providing the O/B platform , we assume that O/B dialing will be shared to SP	The outbound platform will be provided by UIDAI.
70.	N/A	N/A	General Queries	Technology	Kindly specify the make and model of the headset required for operations -if any specific requirement	As per industry standard with noise cancellation and should be as per requirements specified in RFP, Section-IV Page-37

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71.	N/A	N/A	General Queries	Technology	Will UIDAI be able to bear costs of MPLS during migration phase for 2 additional links , please specify	Compensation will be As per RFP clause no 2, section IV, page -34.
72.	N/A	N/A	General Queries	WFM	Please provide Outbound volume with languages wise bifurcation	Can not be assessed at this stage.
73.	N/A	N/A	General Queries	WFM	Please provide the Average handling time for Outbound calling, Contact and non contact	As per actual.
74.	N/A	N/A	General Queries	WFM	What will be the no of attempts required for right party contact wrt to outbound campaign	As per industry practice, it may be 3 attempts.
75.	N/A	N/A	General Queries	WFM	What will be the No of attempts to term a data as non contact	As per industry practice, it may be 3 attempts.
76.	N/A	N/A	General Queries	WFM	What is the Right Party Contact %	Query not clear.
77.	N/A	N/A	General Queries	WFM	Please provide the AHT for Email and Chat	Please refer to Annexure – II, Section – VII, Page 106.
78.	N/A	N/A	General Queries	WFM	Please provide the expected chat volume	This will be as per actual.
79.	10	I	Clause 6.3 Termination of the Contract	The clause states that, Notwithstanding the “Allocation Of The Volume” of work during the Contract period and/or tenure of Contract, the UIDAI, without prejudice or liability, reserves the right to terminate the contract.	We recommend that a notice period of 90 days shall be served to TBSS prior to such termination. Further, TBSS shall also be given the right to terminate the contract for convenience.	Please refer to Part- I, Clause 6.3, Section- III, page 10
80.	65	V	Penalties	The penalties on individual SLAs would be applied individually. However, if the total penalties exceeds by 25% of the billed amount, the aggregated penalty would be capped at 25% of the billed amount	The penalty is too high we may request UIDAI to reduce the same to 15% as capped	Please refer to SLA, Section – V, Page 65.
81.	89	VI	Clause 3.12 Intellectual Property Rights,	It Specifies that the intellectual property rights to all the outputs, deliverables, data, and reports developed during the execution of this Contract shall remain sole property of the Purchaser.	We recommend to modify the provision by adding a clause stating that “All rights, title, and interest in and to any deliverable items, together with any software, documentation, utilities, tools, methodologies, specifications,	Please refer “GCC & SCC” clause 3.12 Section – VI, Page 89- 90

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					techniques, and other materials or know-how developed by TBSS, including any intellectual property rights therein (collectively referred to as "Other Intellectual Property Rights"), shall become the sole and exclusive property of UIDAI as a work made for hire. However, the Intellectual Property of TBSS base products (on which TBSS may build customized applications for UIDAI), shall always remain as TBSS Intellectual Property”	
82.	95	VI	Clause 8.3.1 & 8.3.2 liquidated damages	The Purchaser shall reserve the right to terminate the contract and recover the liquidated damages by forfeiting the performance guarantee submitted by the Service Provider. Further, the amount of liquidated damages for services under this Contract shall not exceed the Contract Price.	We recommend that liquidated damages for services under this Contract, if any shall not exceed 2% of the contract value and the same to be adjusted in the performance bank guarantee amount.	Please refer “GCC & SCC” clause 8.3 Section – VI, Page 95.
83.	96	VI	Clause 10 Limitation of Liability	The clause states that the aggregate liability of the Service Provider to the Purchaser whether under the Contract, in tort, or otherwise, shall not exceed the total contract value.	We recommend to modify the provision by a clause stating that the ‘Service Provider’s liability to the Client for damages, from any cause whatsoever and regardless of the form of action, whether in contract or in tort, including negligence, shall be limited to the actual amount billed by Service Provider to Purchaser in the two (2) calendar months prior to the cause of action first arose.’	Please refer “GCC & SCC” clause 10 Section – VI, Page 96-97.