

RFP for “Operating Contact Centers of UIDAI”
Ref.No.14014/23/2015/Logistics-CRM dated 16.11.2015

Clarifications on written Queries

S. No.	Page No. of RFP	Section	Clause	RFP Statement	Query	Response/ Clarification by UIDAI
Wipro Ltd.						
1	52	SLA Parameters	One Time-SLA Parameters	Within 45 days from the date of signing the contract between the Purchaser and the Service Provider.	We understand that the resources can be on boarded to the program post completion of the relative training/orientation which would take approximately two weeks thereby reducing the overall ramp up time to approximately 30 days which is inadequate for the program of this scale. Additionally the Link Setup too would need time & the standard TAT by ISP's is around 5-6 weeks (post which testing of services too is required). We therefore humbly request UIDAI to increase the overall commencement of service to 90 days.	45 days given for onboarding are sufficient, PI refer to lause 2.3,GCC & SCC, section VI, page 79 of the RFP.

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		Technology		<p>lected service provider is d to provide Avaya One-X Agent soft phone. The selected service provider has to procure the Avaya One-X Agent licenses in the name of UIDAI</p>	<p>Kindly provide details of existing licenses basis which bidder can get quote for renewal from the OEM. This is required as otherwise the existing support partner would have a significant advantage in the pricing on license renewal vis-à-vis new license quote from other bidders.</p>	<p>UIDAI does not have any role in procurement or quote of the one-X agent licenses. The service provider needs to get in touch with the OEM for this.</p> <p>Pl refer to int 2, infra & Tech, section IV, page 38 of the RFP ame.</p>
3	109	Annexure II	Financia I Bid Format	<p>Point 1 Commercial sheet</p>	<p>Since the scope includes infrastructure setup including link connectivity, resource ramp up and training, all new bidders would incur a onetime cost while the existing service partner will not incur these costs thereby giving him an undue advantage. Hence, we request for a separate component of transition to be allowed to be quoted by all bidders which should not be part of commercial L1 evaluation to enable fair play. UIDAI can additionally opt to average out the cost quoted (under this proposed section) by all bidders and pay this amount to the winning bidder.</p>	<p>Pl refer to Annexure II, section VII, page 106-108 of the RFP.</p>

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			ation Criteria	er must have been in Call Center Operations for at least 5 years as on 31.03.2015. In case the current Bidder company is the result of a merger / acquisition, at least one of the merging companies must have been in Call Center Operations operation for at least 5 years as on 31.03.2015.	Request Modification We are governed by client specific NDA with respective clients, Sharing of Work Order will not be possible, Request you to allow that a letter may be provided from the Authorized signatory/Company secretary of the organization.	Pl refer to Sr n. 2, section III, page 106-108 of the RFP.
5	11	5	Consortium	Consortium is not allowed	Request you to allow consortium and this will help UIDAI get the Lowest 'Discovered price'	Pl refer to Sr N 5, section III, page 11 of the RFP.
6	19	5,6,7,9,10	Pre Qualification Criteria	Certificate from Statutory Auditor	Request Modification : Please Consider Authorized Signatory as certification authority for all Pre-Qualifications related documents	The required certificates mentioned at Sr no 5,6 7, 9 & 10 (Page no 19-20 of the RFP)may be provided by the company secretary,however these certificates are to provided by the statutory auditor in case of selected bidder at the time of signing of the contract agreement.

	34/35		INFRASTRUCTURE & TECHNOLOGY	During the Data Center migrations the service provide shall provision of MPLS connectivity to all UIDAI's four (4) data centers	Please Clarify: For how many month duration, we need to factor MPLS connectivity between the Contact centre and the existing DC/DR location?	<p>At page No.34, SectionIV of RFP, UIDAI's four (4) Data Centres may be read as UIDAI's three (3) Data Centres.</p> <p>The CCF has to provide MPLS connectivity to DR set up at Kodigehalli, Banglore and DC set up at Greater Noida. However the DC set up is to be migrated to Manesar , Gurgaon for which MPLS connectivity is required for some period i.e 2 to 6 months for uninterrupted data connectivity between UIDAI's data centre and CCF.</p> <p>Pl refer also to para 1, section IV, page 35 of the RFP.</p>
8	34/35		INFRASTRUCTURE & TECHNOLOGY	During the Data Center migrations the service provide shall provision of MPLS connectivity to all UIDAI's four (4) data centers	For how many month duration, we need to factor MPLS connectivity between the Contact centre and the NEW DC/DR location?	MPLS connectivity is required for some period i.e 2 to 6 months for uninterrupted data connectivity between UIDAI's data centre and

						CCF. Pl refer also to para 1, section IV, page 35 of the RFP.
9		general			What is the MPLS bandwidth required between Contact centre and the DC/DR	Pl refer to Sr N 2, section IV, page 36 of the RFP.
10	14	9	Taxes	Bidders shall include all taxes & duties in the commercial bid. Bidder shall bear all taxes, and duties etc. levied or imposed under the Contract including but not limited to Sales Tax, Customs duty, Excise duty, Octroi, Service Tax, VAT, Works Contracts Tax and all Income Tax levied under Indian Income Tax Act - 1961 or any amendment thereof. 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.	In case of any new taxes or levies being attracted to the transaction after the date of submission of response by Service Provider or if any existing taxes or levies are changed thereafter, the same shall be borne by the UIDAI. ((New Notification on Service Tax Increase has already been issued)	Pl refer to clause 9, section III, page 12 of the RFP.
11	14	6	Tenure of Contract	6.3 Termination of the contract: 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.	Request to please delete as termination shall be dealt with under the relevant provision of the draft Contract.	Pl refer to clause no 6, section III, page 11 of the RFP.

				the Bid is varied or modified in a manner not acceptable to the Bidder after opening of Bid during the validity period or any extension thereof.	Request to delete.	Pl refer to clause no 11, section III, page 13 of the RFP.
13	16	13	PERFORMANCE BANK GUARANTEE	The selected Bidder shall be required to furnish a Performance Bank Guarantee equivalent to 10% of (estimated) contract value towards performance security within 15 days of the receipt of notification of award from UIDAI	Request Modification : The selected Bidder shall be required to furnish a Performance Bank Guarantee equivalent to 10% of (estimated) contract value towards performance security within 15 days of the receipt of notification of award from UIDAI signing of contract	Pl refer to clause no 13, section III, page 14 of the RFP.
14	16	13	PERFORMANCE BANK GUARANTEE	Performance Bank Guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/ recovering any dues recoverable/ payable from/ by the Bidder on any account under the contract.	Request Modification : Performance Bank Guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/ recovering any dues recoverable/ payable from/ by the Bidder on any account under the contract. and only after adjusting/ recovering any dues recoverable/ payable from/ by the Bidder on any account under the contract.	Pl refer to clause no 13, section III, page 14 of the RFP
15		17	Disqualification	Submitted more than one application either as a Single Agency/ Prime Agency/ consortium member; was declared ineligible/blacklisted by the Government of India/State/UT Government; is in litigation with any Government in India;	Request Modification : Submitted more than one application either as a Single Agency/ Prime Agency/ consortium member; was declared ineligible/blacklisted by the Government of India/State/UT Government; is in litigation with any Government in India; is in litigation with any Government in India;	Pl refer to clause no 17, section III, page 16 of the RFP.
16	19	18.2	Award of Contract	The Bidders will sign the contract as per the standard form of ANNEXURE III within 15 days of issuance of the letter of intent	Request Modification : The Bidders will sign the contract as per the standard form of ANNEXURE III mutually agreed upon within 15 days of issuance of the letter of intent mutually agreed upon	Pl refer to clause no 18, section III, page 16-17 of the RFP.

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				ers are expected to commence the assignment within 90 days of signing the Contract. In case the winning Bidder fails to start the assigned work within 45 days of signing of Contract, then the Purchaser may take action as per G.C. 2.3.	Request Modification : Request to Change to " The Bidder is expected to commence the assignment within 90 days of signing of Contract/ Mutually agreed terms	Pl refer to clause no 18, section III, page 17 of the RFP.
18	33	1	BUSINESS SERVICES	In future UIDAI may decide to extend the operations hours. The same will be notified through official communication two (2) months prior. The selected service provider shall extend the operations hours at no extra cost to UIDAI.	In future UIDAI may decide to extend the operations hours. The same will be notified through official communication two (2) months prior. The selected service provider shall extend the operations hours at no extra cost to UIDAI.	Pl refer to sr 1 Business services , section IV, page 31 of the RFP.
19	34		Scope of Work	* Note: - In future UIDAI may decide to extend the operations hours. The same will be notified through official communication two (2) months prior. The selected service provider shall extend the operations hours at no extra cost to UIDAI.	Request Modification : * Note: - In future UIDAI may decide to extend the operations hours. The same will be notified through official communication two (2) months prior. The selected service provider shall extend the operations hours on mutually agreed upon terms and conditions at no extra cost to UIDAI.	Pl refer to sr 1 Business services , section IV, page 31 of the RFP.
20			INFRASTRUCTURE & TECHNOLOGY	However, in future UIDAI's Data Center is likely to be shifted to Bangalore and/or Manesar; the selected service provider shall shift their MPLS lines to UIDAI's new Main DC and DR at no extra cost to UIDAI.UIDAI shall provide access to UIDAI's applications to the selected service provider via MPLS lines from UIDAI's Data Center.	Request Modification : However, in future UIDAI's Data Center is likely to be shifted to Bangalore and/or Manesar; the selected service provider shall shift their MPLS lines to UIDAI's new Main DC and DR at mutually agreed upon terms and conditions at no extra cost to UIDAI. UIDAI shall provide access to UIDAI's applications to the selected service provider via MPLS lines from UIDAI's Data Center.	Pl refer to sr 2 Infrastructure & Technology, section IV, page 34 of the RFP.
21	53	2	OPERATIONAL	Target Penalty Daily Monthly >=99.5% Nil	Request Modification : Target Penalty Daily Monthly	Pl refer to section V, page 51 of the RFP

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				<p>>=95% but <97 % 5.0 % of monthly billed amount</p> <p><95 % 10% of monthly billed amount</p>	<p>>=99.5% 1.0% of monthly billed amount</p> <p><98.7% 3.0% of monthly billed amount</p> <p>>=99.5% Nil</p> <p>>=98.7% but <99.5% 4.0.5% of monthly billed amount</p> <p>>=97% but <98.7% 31.0% of monthly billed amount</p> <p>>=95% but <97 % 53.0 % of monthly billed amount</p> <p><95 % 405 % of monthly billed amount</p>	
22	60	7	AGENT PRODUCTIVITY (AP)	<p>Target Penalty Daily Monthly</p> <p>>= 85% Nil</p> <p>>=80% but <85% 2% of monthly billed value</p> <p>>=75% but <80% 5% of monthly billed value</p> <p>< 75% 10% of monthly billed value</p>	<p>Request Modification :</p> <p>Target Penalty request to revise as below</p> <p>Daily Monthly</p> <p>>= 85% Nil</p> <p>>=80% but <85% 2 1 % of monthly billed value</p> <p>>=75% but <80% 5 2% of monthly billed value</p> <p>< 75% 40 5% of monthly billed value</p>	<p>PI refer to section V, page 57-58 of the RFP</p>
23	68	4	AVERAGE WRAP TIME.	<p>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</p>	<p>Request Modification :</p> <p>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</p>	<p>PI refer to section V, page 66 of the RFP</p>
24	New Clause	Penalty			<p>Request Addition:</p> <p>The aggregate penalty that can be deducted in a month shall be restricted to a maximum of 5% of the service charges payable to Service Provider for that month.</p>	<p>No addition,PI refer to section V, page 66 of the RFP</p>
25	79	1.8	Taxes and duties		<p>Any increase or decrease in the rates of the applicable taxes or any new levy on account of changes in law shall be to the account of UIDAI</p>	<p>PI refer to clause 1.8,section VI, page 76 of the RFP</p>
26	80	1.9.2.2	Measures to be Taken by	<p>The Purchaser may also sanction against the Service Provider, including declaring the Service Provider ineligible, either</p>	<p>Request Modification:</p> <p>The Purchaser may also sanction against the Service Provider, including declaring the Service Provider</p>	<p>PI refer to clause 1.9.2.2 ,section VI, page 77 of</p>

				<p>tely or for a stated period of time to be awarded a contract if it at any time determines that the Service Provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Purchaser-financed contract.</p>	<p>ineligible, either indefinitely or for a stated period of time not exceeding one (1) year, to be awarded a contract if it at any time determines that the Service Provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Purchaser-financed contract.</p>	<p>the RFP</p>
27		2.2.1	Termination of Contract for Failure to Become Effective	<p>If the selected Service Provider is unable to commence the service within the specified period or extended up till 35 days from the specified period, as per the scope of work of RFP, UIDAI may declare this Contract null and void and in the event of such a declaration, the Performance Bank Guarantee is liable to be forfeited by UIDAI.</p>	<p>If the selected Service Provider is unable to commence the service within the specified period mutually agreed upon or extended up till 35 days from the specified period , as per the scope of work of RFP, UIDAI may declare this Contract null and void and in the event of such a declaration, the Performance Bank Guarantee is liable to be forfeited by UIDAI.</p>	<p>Pl refer to clause 2.2.1,section VI, page 79of the RFP</p>
28	85	2.8	Suspension	<p>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.</p>	<p>Request Modification : The Purchaser may, by written notice of suspension to the Service Provider, suspend all only the relevant payments in a pro rata manner 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.</p>	<p>Pl refer to clause 2.8,section VI, page 82of the RFP</p>

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				Service Provider places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Purchaser.	If the Service Provider places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Purchaser.	Pl refer to clause 2.9.1.6,section VI, page 83of the RFP
30					Request Deletion : Terms Conflict of Interest has not been defined	Pl refer to clause 2.9.1.6,section VI, page 83 of the RFP
31	87	2.9.1.11	Termination By Purchaser	In the event of Service Provider found : 2.9.1.11.1 Sub-contracting of work/services without the prior written approval of UIDAI. 2.9.1.11.2 Provided incorrect information to UIDAI. 2.9.1.11.3 Non co-operative during audits conducted by UIDAI/ UIDAI Regional Office or auditing agencies appointed for the purpose.	Request Modification : In the event of Service Provider found : 2.9.1.11.1 Sub-contracting of work/services without the prior written approval of UIDAI. 2.9.1.11.2 Provided incorrect information to UIDAI. 2.9.1.11.3 Non co-operative during audits conducted by UIDAI/ UIDAI Regional Office or auditing agencies appointed for the purpose.	Pl refer to clause 2.9.1.11,section VI, page 84 of the RFP
32	86	2.9.1.12	Termination By Purchaser	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 two chances for improvement before termination.	Request Modification : The purchaser may, without prejudice to any other remedy for breach of contract, may terminate this contract and forfeit the performance bank guarantee , provided that the performance attracts maximum penalty of 25% (since we have proposed penalty of 5%) leviable under the provisions of contract for continuous three months on account of combined SLAs by giving two chances for improvement before termination.	Pl refer to clause 2.9.1.12,section VI, page 84 of the RFP
33	86	2.9.2.1	Termination By the Service	If the Purchaser fails to pay any money due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause GC 8 hereof within	Request Modification : If the Purchaser fails to pay any money due to the Service Provider pursuant to this Contract and not subject to dispute	Pl refer to clause 2.9.2.1,section VI, page 84 of the RFP

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				(45) days giving written notice from the Provider that such payment is overdue.	pursuant to Clause GC 8 hereof within forty-five (45) thirty (30) days after receiving written notice from the Service Provider that such payment is overdue.	
34	87	2.9.3	Cessatio n of Rights and Obligatio ns	Upon termination of this Contract pursuant to Clauses GC 2.2 or GC 2.9 hereof, or upon expiration of this Contract pursuant to Clause GC 2.4 hereof, all rights and obligations of the Parties hereunder shall cease, except: i. such rights and obligations as may have accrued on the date of termination or expiration; ii. the obligation of confidentiality set forth in Clause GC 3.3 hereof; iii. the Service Provider's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GC 3.6 hereof; and iv. any right which a Party may have under the Law.	Request Modification : Upon termination of this Contract pursuant to Clauses GC 2.2 or GC 2.9 hereof, or upon expiration of this Contract pursuant to Clause GC 2.4 hereof, all rights and obligations of the Parties hereunder shall cease, except: i. such rights and obligations as may have accrued on the date of termination or expiration; ii. the obligation of confidentiality set forth in Clause GC 3.3 hereof; for a period of one (1) year after termination/expiration of contract iii. the Service Provider's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GC 3.6 hereof and iv. any right which a Party may have under the Law.	Pl refer to clause 2.9.3,section VI, page 85 of the RFP
35	88	2.9.5.1	Payment Upon Terminat ion	If the Contract is terminated pursuant to Clause GC 2.9.1.4,2.9.1.7, 2.9.1.9, 2.9.1.11.1 to 2.9.1.11.3 or 2.9.2, remuneration pursuant to Clause GC 6.3.3hereoffor Services satisfactorily performed prior to the effective date of termination;	Upon expiration or termination of this Agreement all rights and benefits granted by this Agreement shall revert to the respective Parties; and all amounts due to Service Provider (including any agreed upon demobilization and transitioning charges, plus fees for the applicable notice period irrespective of whether UIDAI requires Service Provider's services during such period) up to the effective date of termination shall be immediately payable. There shall be no charges for termination of orders or for Services not yet provided and Service Provider shall not be held liable for the same.	Pl refer to clause 2.9.5.1,section VI, page 86 of the RFP

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			ion	<p>the agreement is terminated of Clause GC 2.9.1 2.9.1.3, 2.9.1.5, 2.9.1.6, 2.9.1.8, 2.9.1.10, the Service Provider shall not be entitled to receive any agreed payments upon termination of the contract. However, the Purchaser may consider making payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to the Purchaser. Applicable under such circumstances, upon termination, the Purchaser may also impose liquidated damages as per the provisions of Clause GC 9 of this agreement. The Service Provider will be required to pay any such liquidated damages to Purchaser within 30 days of termination date.</p>	<p>Upon expiration or termination of this Agreement all rights and benefits granted by this Agreement shall revert to the respective Parties; and all amounts due to Service Provider (including any agreed upon demobilization and transitioning charges, plus fees for the applicable notice period irrespective of whether UIDAI requires Service Provider's services during such period) up to the effective date of termination shall be immediately payable. There shall be no charges for termination of orders or for Services not yet provided and Service Provider shall not be held liable for the same</p>	<p>Pl refer to clause 2.9.5.2,section VI, page 86 of the RFP</p>
37		3.3	Prohibition of Conflicting Activities	refer doc	<p>Request to delete. This is too vague a commitment to make. What constitutes conflict is undefined and open to interpretation.</p>	<p>Pl refer to clause 3.3 ,section VI, page 87 of the RFP</p>
38	90	3.6	Accounting, Inspection and Auditing	<p>(ii) shall periodically permit the Purchaser or its designated representative and/or the Purchaser, and upto five years from expiration or termination of this Contract, to inspect the</p>	<p>Request Modification (ii) shall periodically but not more than once a year and by providing prior written notice of not less than 30 days, permit the Purchaser or its designated representative and/or the Purchaser, and upto five years from the expiration or termination</p>	<p>Pl refer to clause 3.6,section VI, page 88-89 of the RFP</p>

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				make copies thereof as well as to have them audited by	of this Contract, to inspect the same and make copies thereof as well as to have them audited by	
39	90	3.6	Accounting, Inspection and Auditing	3.6.2 As per Draft 3.6.3 As per Draft	Request to delete as we cannot grant UIDAI the right to audit our premises.	Pl refer to clause 3.6,section VI, page 88-89 of the RFP
40		3.6	Accounting, Inspection and Auditing		Request to add: Excluding a regulatory/statutory requirement, if any, nothing in this Agreement shall be construed or interpreted as requiring Contractor to provide to Customer access to or right to inspect, examine, audit and take copies of any fees, price, cost or any other financial information or any records or documents relating to the make-up of the Contractor's internal overhead calculations, their relationship to the fees, any financial cost model, calculation of fees or to the Contractor's profitability or other such financial data.	Pl refer to clause 3.6.1,section VI, page 88-89 of the RFP
41		3.10.6	Safety & Security of Data, Premises, Location / site	The Purchaser reserves the right to carry out third party Audits of the Service Provider to ensure compliance of stated and implicit requirements. Audit report by such an audit shall be final and binding on the Parties.	Request Modification The Purchaser reserves the right to carry out third party Audits by a mutually appointed party of the Service Provider to ensure compliance of stated and implicit requirements. Audit report by such an audit shall be final and binding on the Parties.	Pl refer to clause 3.10.6,section VI, page 90 of the RFP
42		3.10.7	Safety & Security of Data, Premises, Location / site	The rogue behavior of the employees of Service Provider shall fall under the 'Unlimited liability' to the Service Provider.	Request to delete. The rogue behavior of the employees of Service Provider shall fall under the 'Unlimited liability' to the Service Provider.	Pl refer to clause 3.10.7,section VI, page 90 of the RFP

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			Premises , Location / site	of third party independent audit which is taken up or any instance of irregularity on the part of the service provider during the course of or at the termination of the contract, under the provisions of the contract, is to be borne by the service provider.	Request Modification The cost of third party independent audit, which is taken up or any instance of irregularity on the part of the service provider during the course of or at the termination of the contract, under the provisions of the contract, is to be borne by the Purchaser service provider .	Pl refer to clause 3.10.8,section VI, page 90 of the RFP
44	93	3.12	IPR	As per the RFP	Request to substitute with the following: Each Party shall retain all Intellectual Property Rights owned by such Party as on the Effective Date of this Contract and no provisions of this Contract shall be deemed to transfer any IPR of either Party to the other.	Pl refer to clause 3.12,section VI, page 90-91 of the RFP
45	95	5.2	Changes in the Applicable Law Related to Taxes	If, after the date of this Contract, 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, which increases or decreases the cost incurred by the Service Provider in performing the Services, then the Purchaser reserves the right to negotiate with the Service Provider.	Request Modification If, after the date of this Contract, 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, which increases or decreases the cost incurred by the Service Provider in performing the Services, then the Purchaser shall bear such increase or decrease in cost reserves the right to negotiate with the Service Provider .	Pl refer to clause 5.2,section VI, page 91-92 of the RFP
46	95	6.1	Payment for Services	A minimum billing for the month will be the projected volume if the actual volumes are lower than the projected volumes for the month.	Please Clarify if the payment will be made on the projected or actual volumes. Also, please provide payment calculations for volumes between 90-110%.	Pl refer to projections & compensations, section V, page 67-71 of the RFP.
47	95	6.1.4	Payment for Services	The Purchaser shall make the payment within 45 days of receiving the invoice from the Service Provider.	Request Modification The Purchaser shall make the payment within -15 days of receiving the invoice from the Service Provider.	Pl refer to clause 6.1.4,section VI, page 93 of the RFP

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				Service Provider shall provide a system that can compute penalties in real-time, accessible to UIDAI.	Please confirm that this system/Dashboard will be Excel based as per mutually decided terms post Contract Signing. Also confirm that input data for the same will be provided by UIDAI.	Pl refer to point 6, section IV, page 46 of the RFP
49	96	6.3.7	Terms of Payment	6.3.7 Assessment should be made about work done from the previous payment period, for which the payment is made or to be made till the date of the termination. The Service Provider shall provide the details of the output/services performed during this period with supporting documents. Based on such details, the payment shall be calculated based on the specified rate/	Upon expiration or termination of this Agreement all rights and benefits granted by this Agreement shall revert to the respective Parties; and all amounts due to Service Provider (including any agreed upon demobilization and transitioning charges, plus fees for the applicable notice period irrespective of whether UIDAI requires Service Provider's services during such period) up to the effective date of termination shall be immediately payable. There shall be no charges for termination of orders or for Services not yet provided and Service Provider shall not be held liable for the same	Pl refer to clause 6.3.7, section VI, page 93-94 of the RFP
50	98	8.3	LIQUIDATED DAMAGES	8.3.1 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 liquidated damages as per the provisions of the contract agreement. For providing impeccable services to the residents, if SLA penalty, after initial relaxation period, is attracted at the maximum rate provisioned in the contract, performance bank guarantee may be forfeited. In addition, the Purchaser shall reserve the right to terminate the contract and recover the liquidated damages by forfeiting the performance guarantee	Request to delete since penalties are applicable.	Pl refer to clause 8.3, section VI, page 96 of the RFP

				by the Service amount of liquidated damages for services under this Contract shall not exceed the Contract Price. 8.3.3 The Service Provider is liable to the Purchaser for payment of penalty as specified in the SLA		
51	99	10	LIMITATION OF LIABILITY	10.1 Neither party shall be liable to the other party for any in director consequential loss or damage, loss of use, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Service Provider to pay liquidated damages to the	Request Modification 10.1 Neither party shall be liable to the other party for any indirect-in-director consequential loss or damage, loss of use, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Service Provider to pay liquidated damages to the Purchaser	Pl refer to clause 10,section VI, page 97-98 of the RFP
52	100	10.2	LIMITATION OF LIABILITY	The aggregate liability of the Service Provider to the Purchaser whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Service Provider to indemnify the Purchaser with respect to patent infringement	Request Modification The aggregate liability of the Service Provider to the Purchaser whether under the Contract, in tort, or otherwise, shall not exceed the amount received by the Service Provider three months prior to the date of claim specified in the Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Service Provider to indemnify the Purchaser with respect to patent infringement	Pl refer to clause 10,section VI, page 97-98 of the RFP
53	103	6.3	General terms and conditions of	3) Service Provider shall obtain sign-off for each milestone completed from the Purchaser and raise invoice against the	Not applicable	Point no 3 of cluase no 6.3, secton VI, page no 101 of the RFP is not

					applicable.	
54	106		Annexure 1	Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP Notified vide F. No. _____ dated _____ for UIDAI Project, in full conformity with the said RFP document. We hereby declare that we have not been blacklisted by any Central/State/UT Government. 13. In case we are engaged as a Service Provider, we agree to abide by all the terms & conditions of the Contract that will be issued by UIDAI.	Request Modification Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP Notified vide F. No. _____ dated _____ for UIDAI Project, in full conformity with the said RFP document., except for the deviations submitted along with this bid. We hereby declare that we have not been blacklisted by any Central/State/UT Government. in India 13. In case we are engaged as a Service Provider, we agree to abide by mutually agreed upon all the terms & conditions of the Contract that will be issued by UIDAI.	By any Central/State/UT Government, we mean in India only. No change,PI refer to annexure 1,section VII, page 103-105 of the RFP
55	109	6		Rate for handling of Emails and Chat will be on per connect minute basis. The rate for every citizen inquiry/ grievance through email or Chat attended by the contact center and logged in the CRM system will be the same as the rate quoted by the Bidder for four(4) connect minutes. No payment will be made for acknowledgement or responses (automated or manual) to spam emails received by the contact center.	Service Provider has to factor resources for Chat Services, without volume projections this might lead to oversizing hence inflating the price. We request you to declare Chat as additional scope as and when it is launched and keep it out of preview of current bid	No change required, PI refer to sr no 6, annex II,,section VII, page 107 of the RFP
56		Annexure 3		We understand that all the conditions of the RFP, including those on allocation and re-allocation of volume of work, will be binding on us.	Request Modification We understand that all the conditions of the RFP, except for the deviations submitted along with this Bid ,, including those on allocation and re-allocation of volume of work, will be binding on us.	PI refer to annex III,,section VII, page 109-110 of the RFP

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			Clause		Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	No addition
58		new clause	Deemed Acceptance	Clause not present in RFP	Any Deliverable(s) / Work Product(s) provided to the Customer shall be deemed to have been accepted if the customer puts such Deliverable(s) / Work Product(s) to use in its business or does not communicate its disapproval of such Deliverable(s) / Work Product(s) together with reasons for such disapproval within 10 days from the date of receipt of such Deliverable(s) / Work Product(s).	No addition.
Sercio BPO Pvt. Ltd.						
1	8	Section -II			We understand that client would provision the toll free number and PRI for call centre services. please confirm	Yes, Pl refer to clause no 6.1.1, section VI, page 93 of the RFP.
2	9	Section -II			We understand that client provisioned CRM would cater to all the channels(Inbound, outbound, email, chat)	Technologies to cater Inbound, outbound, email, chat will be provided by UIDAI.
3	38	Section-IV - Scope of Work	INFRASTRUCTURE & TECHNOLOGY	7. Testing of end to end network connectivity	What is the per user per session internet bandwidth required on agent desk	Pl refer to Sr N 2, section IV, page 36 of the RFP.

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4	39	Scope of Work	E & TECHNOLOGY	Mounting of Routers in the provided space	We understand that only routers need to be provisioned at client data centers and Serco delivery centers for link termination, is there any specific make/model required? please clarify	Pl refer to sr 2 Infrastructure & Technology, section IV, page 34 of the RFP
5	39	Section-IV - Scope of Work	2. INFRASTRUCTURE & TECHNOLOGY		We understand that client would provide access of their monitoring tool to Serco for monitoring purpose, please clarify. "All network devices used for UIDAI ecosystem shall be monitored by UIDAI monitoring tool. The same should be supported by the service provider."	UIDAI will monitor all the devices installed by the service provider.
6	General	General			Do the call centre agents require MS Office or any other application ? If yes, Please specify the requirements	Pl refer to details of workstation configuration and other arrangements needed as per section IV, page 37-38 of the RFP.
7	General	General			What are standard IT security, compliance and Certification (e.g.. ISO 27001 or PCI DSS) requirements?	As per point 5, section III,page 26 of the RFP
8	General	General			Is there any requirement of BCP Plan ?If yes what are the SLA requirements during DR/BCP, what are the recovery timelines?	As per SLA no 1, section V, page 51 of the RFP.
9	Page-19	Part-III - Evaluation	Stage-II - Pre-Qualific	5. The bidder must have continuous net profit in last three previous financial years (2012-2013, 2013-	We request to consider positive EBITDA/Operating profit for last 3 FY, instead continuous net profit for each of the last 3 FY. A	Pl refer to sr 5, pre-qualification, section III,

				014-2015)	certificate from Chartered Accountant shall be provided. Our Revenue for FY 12-13, 13-14 and 14-15 is 1,320, 1,611 Cr and 1,755 Cr, respectively.	page 19 of the RFP.
10	Page-16	Section-III - Instruction to Bidders	17. Dis-Qualification	17.6 - Submitted more than one application either as a Single Agency/ Prime Agency/ consortium member; was declared ineligible/blacklisted by the Government of India/State/UT Government; is in litigation with any Government in India;	...is not blacklisted by any government agency/department on account of corrupt or fraudulent practices OR ...has not been declared ineligible/blacklisted by Government of India/ other State Govt. / Govt. Agencies for participation in future bids for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices, at any point in time.	No change,PI refer to clause no 17.6, section III, page 16 of the RFP.
11	Page-19	Part-III - Evaluation Process	Stage-II - Pre-Qualification	9. The bidder must not have been blacklisted / defaulted by any government agency/department at any point of time.	...is not blacklisted by any government agency/department on account of corrupt or fraudulent practices OR ...has not been declared ineligible/blacklisted by Government of India/ other State Govt. / Govt. Agencies for participation in future bids for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices, at any point in time.	No change,PI refer to sr 9, pre-qualification, section III, page 20 of the RFP.
12	Page-103	SECTION-VII: ANNEXURES AND APPENDICES	ANNEXURE I - FINANCIAL BID COVERING LETTER	7. We hereby declare that we have not been blacklisted by any Central/State/UT Government.	...is not blacklisted by any government agency/department on account of corrupt or fraudulent practices OR ...has not been declared ineligible/blacklisted by Government of India/ other State Govt. / Govt. Agencies for participation in future bids for unsatisfactory past performance, corrupt, fraudulent or any other	PI refer to annex I,,section VII, page 103-104 of the RFP.

unethical business practices, at any point in time.

TATA BSS

1	25	PART-III: EVALUATION PROCESS V. PHYSICAL AND INFORMATION SECURITY (20 Marks)		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	Although not mandatory but one of the technical evaluation criterion.
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	Pl refer to,section IV, page 37 of the RFP.
3		RESOURCE ON-BOARDING		RESOURCE ON-BOARDING	In order to Onboard the required man power can we get month wise / day wise / interval wise & language wise call projection with 90% accuracy. What will be the hiring time for	Pl refer to projections & compensations ,section V, page 67 of the RFP.

				Vernacular candidates		
4		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	Pl refer to point 3, Resource on boarding ,section IV, page 38-42 of the RFP.
5		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	Pl refer to point 3, Resource on boarding ,section IV, page 38
6		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	Pl refer to point 3, Resource on boarding ,section IV, page 38
7		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	Pl refer to point 3, Resource on boarding ,section IV, page 38
8		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	Pl refer to point 3, Resource on boarding ,section IV, page 38
9		RESOURCE ON-		RATIO OF STAFF MEMBERS The criteria for providing	Current hierarchy followed in UIDAI contact center:	Pl refer to point 3, Ratio of staff members ,section

				<p>RSEs, Sr. RSEs, TMs, AMs, Trainers, QM, QEs, and is as follows:</p> <ol style="list-style-type: none"> 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. 	<p>RSE's reporting to Team Leader (Strength of 20 RSE's) Team Leader report into a TM / AM TM / AM reports into a DY. Manager DY. Manager report to Manager / Sr. Manager Manager / Sr. Manager report to AVP. Do we need to deploy Team Leader between Sr. RSE and TM</p>	<p>IV, page 42 of the RFP.</p>
10		TRAINING		<p>4.3 ON-JOB TRAINING</p> <p>The period for on-job 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</p>	<p>Can we have On-job-training period of 3 days by increasing the login hours duration from 2 hours to 8 hours from the 3rd day.</p>	<p>Pl refer to point 4.3, on-job training ,section IV, page 44 of the RFP.</p>

				live calls at least for 2 hours every day.		
11		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 practise. We need to re look as per industry benchmark	Pl refer to para 5, quality assurance ,section IV, page 45 of the RFP.
12		SECTION – 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.	Pl refer to projections & compensations ,section V, page 67 of the RFP.
13		SECTION – 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.	Pl refer to SLA no 7 ,section V, page 57 of the RFP.

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					Also can we remove these Non Productive Aux Time 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 seperately.	
14		SECTION – V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS		(viii) Average response time for email.	<p>The below mentioned category of e-mails be removed from calculation</p> <ol style="list-style-type: none"> 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. <p>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</p> <p>3 non working days (National holidays) to be removed from the overall calculation falling under that particular month</p> <p>Can contact center operate 24 x 7 for e-mail desk, because a citizen can</p>	Pl refer to point no III,inbound e-mails,section IV, page 33 & SLA no 8 ,section V, page 59 of the RFP

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					send email at any time as per his liberty / availability of time Any non - English e-mail if assigned to the concerned team as per the directives from UIDAI, should not be considered in ERT calculation (numerator or denominator)	
15		PROJECTIONS & COMPENSATIONS		ACTUAL Vs PROJECTED E-MAIL VOLUME 3. Greater than 110%	Shouldnt 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.	PI refer to Actual vs Projected e-mail volume ,section V, page 70-71 of the RFP.
16		OBLIGATIONS OF THE PURCHASER		5.2 Change in the applicable Law Related to Taxes and Duties	If ther 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	PI refer to clause 5.2, ,section VI, page 91 of the RFP.

17				<p>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.</p>	<p>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?</p>	<p>Yes, PI refer to point 4of part-II,section I, page 3 of the RFP.</p>
18		Part-II Production		<p>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</p>	<p>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 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</p>	<p>PI refer to Annex-II, ,section VII, page 106-108 of the RFP.</p>

				Proposal.	rate?	
19		Section-III		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 to clause 9,section III, page 12 of the RFP.
20		Part IV		The expected volume for upcoming years' is detailed below:- F.Y. Year 2015-16 2016-17 Monthly Total Call Volume 25 Lakh 27.5 Lakh Monthly Total E-mail Volume 46,000 50,000 Monthly Total Chat Volume Chat volume cannot be determined as it is new service yet to be introduced by	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? Or it is referring to 60% of call volume that would allocated to the prospective service provider Volumes mentioned are post IVR or pre IVR?	This is post IVRS call volume.

				UIDAI.		
21		Section-II Outbound call Volumes		<p>During the Data Center migrations the service provide shall 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</p>	<p>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 be bear the cost for this activity?</p> <p>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?</p>	<p>The migration may happen any time after on-boarding of CCF. Pl also refer to page 34-35,section IV of the RFP.</p>

				activity.		
22		Termination		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 two chances for improvement before termination.	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 the SLAs/KPIs?	Pl refer to ,section V, page 66 of the RFP.
23		6.3		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	Pl refer to point no 5,Part -II, SCC, ,section VI, page 101 of the RFP.

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					<p>seem to be forming the basis of withheld amount?</p> <p>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?</p> <p>what is the Max % of the monthly invoice bill shall to be withheld by UIDAI?</p> <p>Is it going to be done on a monthly basis?</p> <p>When would this withheld amount would be released?</p> <p>As UIDAI might be withholding some portion of the every month billed amount, will UIDAI be paying any interest on the withheld amount?</p>	
24	35			<p>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</p>	<p>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</p>	<p>PI also refer to ,section IV, page 38 of the RFP.</p>

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25		Part IV		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 provder for answering the queries of customers in the respective languages	UIDAI process related training will be given to the selected CCF.
26	20			The bidder must not have defaulted on any bank/institutions' loans in the past	Request you to kindly relax the certification clause and can be signed by Company Secretary or Authorized Signatory.	The required certificates mentioned at Sr no 6 ,Page no 20 of the RFP)may be provided by the company secretary,however these certificates are to provided by the statutory auditor in case of selected bidder at the time of signing of the conctrct agreement.
27	20			The bidder must not have defaulted in payment of statutory dues or liabilities	Request you to kindly relax the certification clause and can be signed by Company Secretary or Authorized Signatory.	The required certificates mentioned at Sr no 7,Page no 20 of the RFP may be provided by the company secretary,however these certificates are to provided by the statutory auditor in case of selected bidder at the time of signing of the conctrct agreement.

28				<p>The bidder must not have been blacklisted / defaulted by any government agency/department at any point of time.</p>	<p>Request you to kindly relax the certification clause and can be signed by Company Secretary or Authorized Signatory as black listing does not comes under statutory auditor's working area.</p>	<p>The required certificates mentioned at Sr no 9,Page no 20 of the RFP may be provided by the company secretary,however these certificates are to provided by the statutory auditor in case of selected bidder at the time of signing of the contract agreement.</p>
29	20			<p>The bidder must have valid registration for Service Tax, ESI& EPF.</p>	<p>Original Supporting documents can be submitted along with Company Secretary Certificate.</p>	<p>The required certificates mentioned at Sr no 10,Page no 20 of the RFP may be provided by the company secretary,however these certificates are to provided by the statutory auditor in case of selected bidder at the time of signing of the contract agreement.</p>
30	20			<p>The Service Provider must have at least 1000 agents employed in delivering in-bound contact center services as on 30-09-2015.</p>	<p>PF Certificate can be submitted along with Authorized Signatory Undertaking.</p>	<p>As per point no 11, section III, page 20 of the RFP.</p>

31				The Service Provider should have at least 250 in-bound contact center seats operational at a single location in India as on 30-09-2015.	Client Certificate can be submitted along with Authorized Signatory undertaking.	As per point no 12, section III, page 20 of the RFP.
32	20			The Service Provider must have demonstrated capability of serving customers in Hindi, English, and at least two of the required vernacular languages - Kannada, Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali, Odiya or Assamese.	Client Certificate can be submitted along with Authorized Signatory undertaking.	As per point no 13, section III, page 21 of the RFP.