

RFP for 'Operating Contact Centers of UIDAI'
Ref. No. 14014/21/2013-Logistics dated September 17, 2013
Clarifications on Written Queries

S. NO	PAGE NO OF RFP	SECTION	CALUSE	RFP STATEMENT	QUERY	RESPONSE/ CLARIFICATION
Dr ITM Limited & ICCS Ltd.						
1.	25	3	7	UIDAI's Data Center will be located in and around National Capital Region. However, in future UIDAI's Data Center is likely to be shifted to Bangalore and/or Manesar.	Total bandwidth required and in case data center will Shift to another location then the increase in bandwidth	It will remain the same.
2.	26	3	2	The expected volume forecast are as under: - Year 2013-14 Call Connect Minutes* Per Month 22 Lakh	Call traffic bifurcation between two vendors who will awarded by UIDAI	As per RFP(Section-II).
3.	31	3	3	The Service Provider shall provide advanced analytics services such as speech analytics, and performance analytics to improve functioning of the UIDAI's processes and also reduce queries & grievances and improve quality of customer service by the contact center	Will UIDAI personnel will be deployed for advance root analytics services such as speech and performance analytics to improve functioning of UIDAI processes	No, it has to be done by the selected Service Provider as mentioned in the RFP.
4.					Escalation matrix of complaint management with timelines matching with Sla of complaint management	The query is not clear.
5.	39	3	4	The penalties on individual SLAs would be applied individually.	Maximum penalty level of 25% is on the very higher	As per RFP.

				However, if the total penalties exceeds by 25% of the total billed amount, the aggregate penalty would be capped at 25% of the billed amount.	side that too without any incentive clause	
6.	45	3	2	This is the capacity ramp-up achieved by CCF vis-à-vis % ramp up required based on rolling enrollment estimates provided by UIDAI and ramp up obligations of the CCF	Ramp up capacity SLA and penalty should need reconsideration due the fact that Capacity ramp is related directly to forecasting of call volume that too depend on the rolling enrolment estimates upon which agency will not be having any control of the facts	As per RFP.
Aegis Limited						
1.	3	I	6	Schedule for RFP	Please specify the go-live date and expected transition duration.	Date of initiation of services is 28 days from the date of signing of contract which is to be done within 15 days of date of issue of Letter of Intent to the Selected Service Providers.
2.	21	II	2.3	The volume of the work is as per volume indicated in Section-III of this RFP, to be distributed in a ratio 50:50 between the selected 'Service Providers'. However, allocation/re-allocation of work volume will be the sole discretion of UIDAI which will take into consideration performance of the service providers..	Please provide the expected call volume/expected headcount.	As per RFP. The expected headcount needs to be analyzed by the selected Service Providers.
3.	28	III	Part-I: Descriptio	Languages to be supported	Please provide the activity volume split by language.	Currently more than 70% of the call volumes are in Hindi. Initially a

			n of Services			language wise bifurcation of call volume will be provided to the selected Service Providers for facilitation of services. But post the initial stage, as per the requirement, the selected Service Providers will be responsible to analyze the trend and deploy respective resources accordingly.
4.	32	III	Part-I: Description of Services	Knowledge Management & Training	Please provide information on the training timelines and details (pre-process, product and process, systems, certification, toll-gates, OTT, nesting duration, etc.). While the RFP mentions that the service provider is expected to suggest the same, it would be helpful if UIDAI could provide inputs with reference to the timelines being maintained by the current provider.	The training material will be shared with the selected Service Providers. However, the selected Service Providers need to establish and deploy training team and methodology as per RFP.
5.	26	III	Scope of Work, Deliverables and SLA	The expected volume forecast provided in terms of call connect minutes per month in the table on page 26	What is the volume to be considered for inbound calls for sizing purposes?	As per RFP(Section-II).
6.	26	III	Scope of Work, Deliverables and SLA	The expected volume forecast provided in terms of call connect minutes per month in the table on page 26	What is the volume to be considered for outbound contact for sizing purposes?	The expected outbound calls may be 1% of the inbound call volume.
7.	26	III	Scope of Work,	The expected volume forecast provided in terms of call connect	Please provide the intraday pattern for a minimum of 8	Trend will be shared with the selected Service Providers initially

			Deliverables and SLA	minutes per month in the table on page 26	weeks.	to facilitate services. But post the initial stage, as per the requirement, the selected Service Providers will be responsible to analyze the trend and deploy respective resources accordingly.
8.	26	III	Scope of Work, Deliverables and SLA	The expected volume forecast provided in terms of call connect minutes per month in the table on page 26	What is the quantum of inventory (database) to be made available for outbound calling?	The expected outbound calls may be 1% of the inbound call volume.
9.	26	III	Scope of Work, Deliverables and SLA	The expected volume forecast provided in terms of call connect minutes per month in the table on page 26	What is the AHT to be considered for outbound calls?	Same as Inbound.
10.	NA	NA	General	Location	Preferred location for operations	There is no preferred location cited in the RFP.
11.	NA	NA	General	Pricing Methodology	Please provide clarity on pricing methodology required for pricing	As per RFP.
12.	NA	NA	General	Agent definition	Please provide agent definition in terms of hours required to deliver in a day	As per standard industry norms.
13.	NA	NA	General	Agent Profile	Please provide agent profile (Educational Qualification, Work Experience, Communication level)	As per standard industry norms.
14.	NA	NA	General	Spans	Please provide spans that needs to be considered for pricing <ul style="list-style-type: none"> • TL to Agent • AM to TL • Manager to AM 	As per standard industry norms.

				<ul style="list-style-type: none"> • Trainer to Agent • QA to Agent 	
Strategic Marketing Pvt. Ltd.					
1.	25	Section - 3	<p>UIDAI's Managed Service Provider (MSP) will be deploying the multi-channel CRM (Microsoft Dynamics CRM 2011) that shall be used by all UIDAI's</p> <p>Contact Center service partners and also by other UIDAI Eco-System Partners.</p>	<p>What is the cost of deploying the CRM and who will bear the cost of the deployment.</p>	<p>As per amendment. UIDAI has installed CRM under its cost.</p>
2.	28	Section-3	<p>Part - 1 Description of services</p> <p>Languages to be supported</p> <ol style="list-style-type: none"> 1. Hindi 2. English 3. Punjabi 4. Kannada 5. Malayalam 6. Telugu 7. Tamil 8. Gujarati 9. Marathi 10. Oriya 11. Bengali 12. Assamese 	<p>What is the current existing call volume breakup in the given languages.</p>	<p>Currently more than 70% of the call volumes are in Hindi. Initially a language wise bifurcation of call volume will be provided to the selected Service Providers for facilitation of services. But post the initial stage, as per the requirement the selected Service Providers will be responsible to analyze the trend and deploy respective resources accordingly.</p>
3.	28	Section-3	<p>Part - 1 Description of services</p> <p>Technologies to be implemented - Avaya IP Phone - One X Agent licences to be procured in the name of UIDAI(non-returnable)</p>	<p>What is the expected cost of Avaya IP Phone - One X agent license</p>	<p>The Service Provider needs to check this with the vendor concerned.</p>

				at their won cost.		
4.	28	Section-3	Part - 1 Description of services	Management System to be implemented - Reporting & Analytics Management - Performance Management - Knowledge Management	Is MS- Office required to be deployed on agents desktop to run the CRM	Operation of CRM is not dependent upon MS Office
5.	17	Section - 2	Part - 3 Eligibility Criteria; Table - 2 Technical Evaluation Criteria	Details manpower dashboard for last one year	Is there a format for the same in which details are required; if not, what are the mandatory detail fields that are to be provided	As per amendment.
6.	17	Section - 2	Part - 3 Eligibility Criteria; Table - 2 Technical Evaluation Criteria	Proposed Project Management & Governance structure	Is there a format for the same in which details are required; if not, what are the mandatory detail fields that are to be provided	As per amendment.
7.	17	Section - 2	Part - 3 Eligibility Criteria; Table - 2 Technical Evaluation Criteria	Training methodology, trainers, training areas, content and training infrastructure	Is there a format for the same in which details are required; if not, what are the mandatory detail fields that are to be provided	As per amendment.
Salient Business Solutions Limited						
1.	14	SECTION N-II	TABLE-01, SERIAL NO-02	Average overall annual turnover of at least Rs.5.00 Crore (Rupees five Crore only) from the core BPO operations within India only, during the previous three	What is the definition of Core BPO Operations within India? We work for US & Indian clients from Gurgaon and the total turnover is Rs. 20 Crore	As per RFP. BPO operations are irrespective of the clients and these should be within India only. However, the documents will be checked at the time of pre-

				financial years (2010-2011, 2011-2012 & 2012-2013)	each for last 3 years. Can we bid for this RFP?	qualification assessment.
2.	28	III	PART- I, DESCRIPTION OF SERVICES - TECHNOL OGIES TO BE IMPLEMENTED	AVAYA IP PHONE- ONE X AGENT LICENCES TO BE PRECURED IN THE NAME OF UIDAI (NON- REFUNDABLE) AT THEIR WON COST.	DO WE HAVE TO PURCHASE ONE LICENCE EACH FOR ALL THE NUMBER OF AGENTS WORKING ON THIS PROJECT OR IT IS JUST ONE LICENCE TO BE PRECURED?	As per requirement, one X Agent License per agent desktop is to be procured.
3.	32	III	PART- I, DESCRIPTION OF SERVICES - PERFORMANCE MANAGE MENT	THE SERVICE PROVIDER WOULD BE EXPECTED TO DEMONSTRATE IMPROVEMENT IN PRODUCTIVITY OF AT LEAST 10% VIS-A-VIS INITIAL 3 MONTHS OF OPERATIONS, AT THE END OF FIRST 6 MONTHS OF OPERATIONS. INDICATIVE IMPROVEMENT AREAS COULD BE AHT, FTR, ASA, CALL ABANDONMENT RATE, ETC AS DEFINED IN SECTION- III, PART- II.	HOW DOES THIS CLAUSE WOULD IMPACT ON THE BILLING? IF THE SERVICE PROVIDER IS UNABLE TO DEMONSTRATE 10% OF IMPROVEMENT IN PRODUCTIVITY, WOULD IT LEAD TO ANY PENALTY?	This clause is independent of the SLA parameters. However, UIDAI may undertake a review of performance of the Service Provider as per the performance parameters mentioned in the RFP.
4.	42	III	SLA PARAMETRS- CALLS ABANDONMENT RATE (UNANS WERED	THIS MEASURES % OF CALLS THAT REQUESTED FOR AN AGENT BUT GOT DISCONNECTED BEFORE BEING ANSWERED BY THE AGENT. (ONLY CALLS THAT GET DISCONNECTED AFTER 5 SECONDS FROM TRANSFER TO THE ACD FROM THE IVRS WILL	WHAT IS THE CURRENT % OF CALLS BEING ABANDON BEFORE THRESH HOLD TIME?	This question is not relevant for this RFP.

			CALLS BY OPERATORS/ AGENTS)	BE CONSIDERED FOR COMPUTATION OF THIS SLA)		
5.				CAN WE GET THE CURRENT AVERAGE SLA WITH TATA BUSINESS?		This is a third party information which can be shared only with the consent of the party .

RuralShores Business Services Pvt Ltd

1.	25	III	NA	UIDAI's Managed Service Provider (MSP) will also be deploying the 'IVRS' and 'ACD system' (Avaya Voice Portal & Avaya Call Center Elite, respectively) to provide IVRS based information and calls routing as per routing loads specified in this RFP.	Since ACD is deployed by UIDAI, it is assumed that voice logger for call recording (inbound as well as outbound) will be provided by UIDAI. Please confirm	Yes, the voice logger will be provided by UIDAI.
2.	25	III	Part 1	UIDAI's Data Center will be located in and around National Capital Region. However, in future UIDAI's Data Center is likely to be shifted to Bangalore and/or Manesar.	Please provide the address of primary and secondary data centre. What are the tentative timelines of shifting UIDAI data centre?	As per amendment.
3.	26	III	Part 1	The expected volume forecast are as under:-	Please share the call volume trend for last 2 years or more with daily / hourly / intraday breakup and seasonal trends	Currently more than 70% of the call volumes are in Hindi. Initially a language wise bifurcation of call volume will be shared with the selected Service Providers for facilitation of services. But post the initial stage, as per the requirement the selected Service Providers will be responsible to analyze the trend and deploy

							respective resources accordingly.
4.	26	III	Part 1	The expected volume forecast are as under: -	What are the average call volumes received at switch and IVRS? What is the current IVRS absorption rate? What is the current abandonment rate? How many PRI lines have been activated?	Will be shared with the selected Service Providers.	
5.	28	III	Part 1	Management System to be implemented Reporting & Analytics Performance Management Quality Knowledge Management	It is assumed that CMS & quality monitoring tool will be extended by UIDAI. Please confirm.	Avaya CMS and QMS will be shared with the selected Service Providers.	
6.	28	III	Part 1	Same as above	As per our understanding all reporting and dashboard templates will be provided for preparing required reports and analysis by UIDAI. Please confirm	Yes, the templates will be shared with the selected Service Providers.	
7.	28	III	Part 1	22 (twenty two) Lakh Inbound voice called minutes per month.	What are the outbound volumes expected?	The expected outbound calls may be 1% of the inbound call volume.	
8.	28	III	Part 1	Languages to be supported	Which languages are currently being serviced by TBSS? Which will be the languages required to be serviced by new vendors? Can the vendor choose the regional languages mix?	As per RFP.	
9.	32	III	Part 1	Service Provider will develop training methodology including training material in	In the Pre-Bid Conference it was discussed that training material and other already	Yes. Training material will be shared with selected Service Providers. However, the selected	

				English, Hindi and regional languages for contact center agents for various types of training such as induction train the trainer, supervisor training for processes specific to UIDAI etc.	available processes prepared by existing Service Provider will be made available to us. Please confirm.	Service Providers need to establish and deploy training team and methodology as per RFP.
10.	34	III	Part 1	Outbound interactions will be placed through the dialer placed at UIDAI's DC.	In the Pre-Bid Conference, it was stated that all the requisite approvals have been taken from regulatory bodies. The calls will be transmitted over IP to reach the vendors' agent desk. Please confirm Will there be any local gateway required at our contact center?	No Local gateway is required at selected Service Provider's end.
11.	39	III	Part 1	However, if the total penalties exceeds by 25% of the total billed amount, the aggregate penalty would be capped at 25% of the billed amount.	Request a relaxation on the maximum cap on penalty to be reduced to 12%	As per RFP.
12.	43	III	Part 1	The parameters & mechanism for calculating quality score will be mutually agreed between UIDAI & CCF.	What are the parameters & mechanism to measure quality	As per standard industry norms.
13.	44	III	Part 2	Agent Productivity is measured as the time spent either talking, waiting for a call or other productive time against the total scheduled login time.	Since the commercials is as per connect minute and not FTE /seats model, request that this metric be considered as KPI and out of purview for penalty charges	As per RFP.

14.	44	III	Part 2	Average Speed to Answer (ASA) Call abandonment rate	In cases of days or intervals where the volumes are above the average rolling forecast plans mutually agreed between UIDAI & service provider, those days will not be con	Query is in -complete.
15.	48	III	Part 2	Repeat calls will be defined as the calls made by callers who have already called the contact center on the same date (from 0.00 hrs to 24.00 Hrs) preceding this repeat call.	In the Pre-Bid Conference, it was discussed that repeat calls within 24 hours for different query will not be considered as repeat call. Please confirm	Yes. Repeat calls within 24 hours for different query will not be considered as repeat call.