

Clarifications to Pre-bid Queries

F. No. HQ-HQ-22019/14/2023-CRM-HQ (Computer No.10576)

RFP for Operating Contact Center of UIDAI

Bid Number: GEM/2023/B/3185129 dated 24/02/2023

(Purchaser makes no representation or warranty as to the completeness or accuracy of any response made in good faith.)

S.No.	Page no. / Clause	Clause Description	Clarifications sought by bidders	Clarifications issued by UIDAI
1	page-75. New Hired Training (Voice & Non Voice)	During on boarding, trainers/QAs/ operation supervisors are required to visit UIDAI Headquarter for training on CRM solution.	1) Is this applicable for all supervisors hired during the entire duration of this Project? 2) Deploying Supervisor to HQ for CRM Training during the project might be a bit challenge. Many Supervisors from existing vendor are already trained. 3) What would be the training duration	As per RFP
2	page-75. Ratio of Staff Members	1) At no time, resource hired for voice will be shared with non-voice operations and vice versa.	1) In Case of Low call / emails & chats volume, can we train & cross utilize RSE's to maintain Process Performance, And develop BCP during surge in all volume	As per RFP

3	page-75. Ratio of Staff Members	1) All resources hired for UIDAI project at any level will have to undergo complete New Hire Training (NHT) and certification. Upon discretion of UIDAI, the certified resource will be absorbed in operations/other verticals, in case if UIDAI finds that resource have not gained required level of expertise on CRM or UIDAI process to execute his role then UIDAI may recommend re-training or de-certify resource.	1) This is applicable till what level	As per RFP
4	page- 80. Certification Procedure- OJT Certification (Voice & Non Voice)	1) To become eligible for certification, trainees are expected to achieve at least 75% overall quality score in 4 days of OJT duration. This quality score shall be the average score of all 2) Target for certification clearance is >=80% (Average Quality Score of 5 audits). the audits done in 4 days of OJT duration.	Looking at the AON of the candidates and their Learning curve, We would like to propose the following targets. 1) 70% Target for 4 days of OJT 2) 75% Target on the 5th day of OJT.	As per RFP

5	page- 80. Certification Procedure- OJT Certification (Voice & Non Voice)	1) OJT Day 5- Minimum 25 Resident communications (Voice/Email/Chat) need to be answered in live environment	1) Any specific hours that RSE need to be login on Day 5 to complete 25 interactions.	As per RFP
6	page-81. Train the Trainer/Teach back Process (Existing Trainer's)	Through this process in place, existing trainers will find the scope to share their best practices, experience and process knowledge with the UIDAI team	Who will be the custodian for this TTT activity. 1) CCF Partner 2) UIDAI Team When this would be conducted (duration) for exiting Trainer's. 3) Would CCF have access to any of internal portal to save the required modules and other training contents? as per Knowledge Retention for TTT	As per RFP
7	Page-85 ID Credential Management	d) ID creation request should be shared with the UIDAI Support Team at least 72 working hours before OJT start date, post getting it approved from CCF Training Manager	1) Can the required New Hire CRM & Avaya Id's be created during Week end to avoid any Manpower & Login Hours loss to CCF. 3) Also as per existing practice, BGV and Certification scores are shared for creating IDs. however 72 hours concept may delay ID creation process. <u>Example 1-</u> If certification scores & BGV is mandatory to create IDs, It would be a bit challenge in sending request to create IDs to UIDAI Support Team at least 72 working hours. <u>Example 2-</u> If only BGV is needed for ID's creations, we can share the request with UIDAI Support Team at least 72 working hours.	As per RFP

8	page-88. Orientation training	The selected Service Provider is required to maintain the results and evidence of training evaluation test and evidences for attending training for each trainee and make them available to UIDAI or third party auditors as and when requested by UIDAI.	1) Will CCF get access to any internal Portal with rights to save data (training evaluation test and evidences)	As per RFP
9	page- 89 Trainer Audit & Feedback	Trainers not aligned under NHT batches are expected to audit at least 15 audits per day and share the feedback within 48 working hours.	Trainer to audit calls for NH Or BAU RSE's	As per RFP
10	page- 85, Trainer Audit & Feedback	In case trainer observes any rebuttal, same to be raised within 8 working hours of the certification report being published by the CCF quality team. Rebuttals shall be validated and closed within next 8 working hours, the revised scores shall be shared with the UIDAI quality team or UIDAI approved third party auditor.	1) In case the Certification scores are published in the evening, Rebuttal cannot be raised within 8 working hours, hence the 8 hours working window should be calculated from the next subsequent day	As per RFP

11	Page-89 Long Leave Refresher	Employee has to undergo 4 hours of refresher training and briefings. Session completion reports to be managed and shared with CCF and UIDAI Quality and Training Team. Post refresher/briefing, a DIP check session by CCF internal quality team and UIDAI quality team shall be conducted. Final result to be published. Employee DIP checks reports to be managed and shared with UIDAI Quality and Training Team.	1) What would be the mode of conducting dip check activity	Will be shared with the selected service provider
12	page 89, Product Knowledge Test	Service Provider is expected to conduct at least 2 Product Knowledge Tests in a month.	1) PKT to be conducted through CRM Or any other UIDAI application 2) If not, then can CCF use their existing PKT tool to meet the required PKT compliance	Will be shared with the selected service provider
13	Page- 89, Product Knowledge Test	Trainers are expected to conduct daily per-post shift briefings and maintain proper briefing tracker as agreed with UIDAI team.	1) Any specific tool / format to share /maintain briefing tracker & where to save this tracker	Will be shared with the selected service provider

14	page-68. Resource On boarding For Training	1) Minimum 3 years' experience in training over Quality focused projects 2) Minimum 3 years' experience of training (Voice Process) in an inbound customer service process at any reputed Domestic or International call Centre of conducting NHT, Soft skills and refresher training session.	What would be the criteria for Internal Selection to promote RSE's who hold strong product N process knowledge & growth path in the long run	As per RFP
15	Page 102 / SECTION-IV: SCOPE OF WORK PART-I: DESCRIPTION OF SERVICES, Clause No. 6 OPERATIONS	For email and chat scenarios where Resident concern is not clearly mentioned or in cases where dependency of some information from Resident is there and the Resident contact number is available (either provided by Resident during communication or available in EID records) then the RSEs has to make an outbound call to the Resident before answering/responding to the Resident email/chat.	Please confirm out calling facility and procedure. This would be a part of the Outbound calling . How to record this interaction in CRM post out calling. 2) In case resident ask for a different query other than the primary query mentioned on CHAT OR E-mail, then what process to be followed	Will be shared with the selected service provider

16	<p>Page 114 /</p> <p>SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS</p> <p>2.2 Service Level %</p>	<p>Note: Service level % shall be calculated and considered separately for all languages agreed under this RFP. Total SLA penalty under this parameter shall be the cumulative of penalties that shall be levied against individual language under this RFP.</p> <p>>=85.00% Nil >=80.00% but <85.00% 2% of monthly invoice value >=75.00% but <80.00% 4% of monthly invoice value >=70.00% but <75.00% 6% of monthly invoice value <70.00% 8% of monthly invoice value</p>	<p>1) Please confirm whether penalty would be applicable on monthly revenue generated from the respective language in which target is not met Or it would be levied on the overall bill invoice for the month?</p> <p>2) Since the Service Level penalty is applicable on individual language penalty should be imposed on bill amount for that particular language only & not on the whole bill invoice amount of the month.</p> <p>3) Will CCF get language wise Interval / daily / monthly projections</p>	As per RFP
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17	<p>Page 115 /</p> <p>SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS</p> <p>2.3 Call Abandoned Rate %</p>	<p>Note: Abandon % shall be calculated and considered separately for all languages agreed under this RFP. Total SLA penalty under this parameter shall be the cumulative of penalties that shall be levied against individual language under this RFP..</p> <p>Target (%) per language Penalty</p> <p>Daily Monthly <=3.00% Nil</p> <p>>3.00% but <=5.00% 2% of monthly invoice value</p> <p>>5.00% but <=7.00% 4% of monthly invoice value</p> <p>>7.00% but <=10.00% 6% of monthly invoice value</p> <p>>10.00% 10% of monthly invoice value</p>	<p>1) Please confirm whether penalty would be applicable on monthly revenue generated from the respective language in which target is not met Or it would be levied on the overall bill invoice for the month?</p> <p>2) Since the abandoned call penalty is applicable on individual language penalty should be imposed on bill amount of that particular language only & not on the whole bill invoice amount for the month.</p> <p>3) Will CCF get language wise Interval / daily / monthly projections?</p>	As per RFP
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18	<p>Page 116 /</p> <p>SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS</p> <p>2.5 Quality Score (Emails)</p>	<p>At-least 50 emails per agent will be evaluated every month. (Exception: In-case less than 50 emails is available in system, all emails for the agent will be evaluated)</p> <p>>=95% Nil >=90% to <95% 1% of monthly invoice value >=85% to <90% 3% of monthly invoice value >=80% to <85% 5% of monthly invoice value <80% 10% of monthly invoice value</p>	<p>1) Please Confirm - Penalty would be applicable on monthly revenue generated from E-mail desk Or Overall bill invoice amount for the month. 2) We propose that Penalty should be imposed on bill amount for the particular channel / LoB & not on the total bill invoice amount of the month.</p>	As per RFP
19	<p>Page 120 /</p> <p>SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS</p> <p>2.8(b) Average Response Time(ART)</p>	<p><=12 Hours Nil >12 Hours <= 18 Hours 2% of monthly billed value. >18 Hours <= 24 Hours 3% of monthly billed value. >24 Hours 5% of monthly billed value.</p>	<p>1) Please Confirm - Penalty would be applicable on monthly revenue generated from E-mail desk Or on the overall bill invoice amount for the month. 2) Penalty should be imposed on bill amount for the particular channel/LoB & not on the total bill invoice amount of the month.</p>	As per RFP

20	<p>Page 120 /</p> <p>SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS</p> <p>2.9 Count of Incorrect Audits by CCF</p>	<p>Definition: - The count of incorrect audit refers to the non-adherence to UIDAI guidelines (Audit Parameter Sheet) while auditing the transactions of CCF. Formula: - Number of incorrect audits of CCF identified by UIDAI or on its behalf Measurement Interval Incorrect Audit (Count) Penalty Daily Each Incorrect Audit Rs.2500 per incorrect audit</p>	<p>1) Please specify the criteria in which UIDAI will consider CCF audit as an Incorrect audit, based on quality score difference of both the entity Or with respect to any other parameter?</p> <p>2) QAs wise ATA (Audit the Auditor) scope to be defined</p> <p>3) As per industry standards +/- 5% variance should be acceptable</p>	As per RFP
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21	<p>Page 121 /</p> <p>SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS</p> <p>2.10 Incorrect Response</p>	<p>b. Incorrect Operational Handling of Cases / Emails / Chats Applicability: - All channels Definition: - To measure number of incorrect case/email handled by Service Provider. Incorrect case/email handled shall be considered but not limited to below scenarios: a. Wrong selection of Category Combination while creating CRM case b. Wrong or incomplete Information captured in the CRM c. Incorrect language of conversation / incorrect language mapping d. Wrong case parking/assignment e. Providing partial/incomplete information to Resident f. Any other reasons UIDAI may decide</p>	<p>For standardization purpose we request UIDAI to share CAT COMB selection, and description capturing format SOP etc. -Supervisors should have access to rectify the error at their level before proceeding further, -Access to retrieve reports should be granted or automated bot to be designed and reports should be shared with CCF - Any other reasons/changes in this parameter to be dicussed and mutually agreed before implementation.</p>	<p>Will be shared with the selected service provider</p>
22	<p>Page 58/59</p> <p>SECTION-IV: SCOPE OF WORK</p>	<p>Resident Service Executive (RSE)- Voice and Non voice</p>	<p>We request UIDAI to relax 6 months experience for hiring Vernacular candidates (Voice)</p>	<p>As per RFP</p>

	3. RESOURCE ON-BOARDING			
23	Page 60 SECTION-IV: SCOPE OF WORK 3. RESOURCE ON-BOARDING	Team Leader - Operations (TL) (Voice)	What would be the criteria for Internal Selection to promote RSE's to the next level (TL) who holds strong product N process knowledge growth path in the long run	As per RFP
24	Page 64 SECTION-IV: SCOPE OF WORK 3. RESOURCE ON-BOARDING	Quality Analyst (Voice)	What would be the criteria for Internal Selection to promote RSE's to the next level (QA) who hold strong product & process knowledge	As per RFP
25	Page 73 SECTION-IV: SCOPE OF WORK 3. RESOURCE ON-BOARDING	RATIO OF STAFF MEMBERS	(1) Can we keep the existing ratio (1:75 for AM Ops) (2) We propose Quality AM ratio as (1:250) (3) Can we keep the existing ratio (1:60 forTrainer)	As per RFP
26	Page 92 SECTION-IV: SCOPE OF WORK 3. RESOURCE ON-BOARDING	Quality Audits and Sampling Methods	UIDAI to grant internal portal access to CCF to upload all relevant documents pertaining to Quality deliverables.	As per UIDAI policy

27	<p>Page 92</p> <p>SECTION-IV: SCOPE OF WORK</p> <p>3. RESOURCE ON-BOARDING</p>	<p>For attrition and leaves (long leaves/planned leaves) cases, it is expected that the number of audits for that RSE shall be equal to the number of days from the starting of the month till the last present (work) date including week offs and holidays.</p>	<p>-Need more clarity on this clause regarding audit count in case of attrition and long leave, what would be the count of leave to consider it as a long leave. - Also this point contradicts to (Point No.2.4- Quality Score (SLA), Need clarity on point to be considered as final.</p>	<p>As per RFP</p>
28	<p>Page 95</p> <p>SECTION-IV: SCOPE OF WORK</p> <p>Sharing Audit Feedback</p>	<p>Sharing Audit Feedback Service Provider shall provide feedback to the RSE against all the audits completed by the Quality Auditors on timely basis. Service Provider should deliver 100% feedback within 48 hours of auditing the transaction (i.e. calls, email, others). Feedback acknowledgement shall be taken once feedback is delivered.</p>	<p>100% feedback can be given within 48hrs for RSE's present in office. But RSE's who are on long leave, Medical / Exam leave etc, feedback would be desiminated once they resumes to work</p>	<p>As per RFP</p>
29	<p>Page 96</p> <p>SECTION-IV: SCOPE OF WORK</p> <p>Conducting Weekly Calibration Internally</p>	<p>Conducting Weekly Calibration Internally</p>	<p>Our understanding 4 Internal and 2 external calibration activity needs to be conducted in a month. Kindly Confirm</p>	<p>As per RFP</p>
30	<p>Page 96</p> <p>SECTION-IV: SCOPE</p>	<p>Dip check report shall be shared with UIDAI within 48 working hours</p>	<p>Please confirm Frequency of this report</p>	<p>Will be shared with the selected service provider</p>

	OF WORK Conducting DIP Checks	of the completion of audit.		
31	Page 97 SECTION-IV: SCOPE OF WORK VIII Conducting Compliance Audits	Conducting Compliance Audits	What would be the scope, types of audit and frequency of reports. - These audits are to be done over and above regular call audits. Hence additional effort needs to be estimated.	As per RFP
32	Page 97 SECTION-IV: SCOPE OF WORK III. Conducting Certification Audits	Conducting Certification Audits	Need more clarity on this clause regarding certification audit count bifurcation between internal and External Quality team. - Also this point contradicts (Point No-III- Conducting Certification Audits (Quality Assurance), Need clarity on point to be considered as final.	As per RFP
33	Page 115 / SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS 2.4 Quality Score (Voice Calls)	Quality Score (Voice Calls)	There is a difference in audit exception, in Quality SOP it is mentioned that, there would be an exception on audit count based on RSEs present days, however in SLA Parameter it is mentioned no exception would be there on audit count. - Quality Score target revised from 85% to 90%, same needs to be discussed with UIDAI considering the challenges as there is no knowledge portal access or any ready reckoner access to RSEs while handling resident (QRC) - Exception approach should be defined for 0-60 Days performance, can the target be revised to 85%?	As per RFP

34	<p>Page 116 /</p> <p>SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS</p> <p>2.5 Quality Score (Emails)</p>	Quality Score (Emails)	<p>Need more clarity on this clause regarding email audit count.</p> <ul style="list-style-type: none"> - Also this point contradicts (Point No-2.5 Quality Score (Emails) - Need clarity on point to be considered as final. -There is a difference in audit exception, in Quality SOP it is mentioned there would be an exception on audit count based on RSEs present days, however in SLA Parameter it is mentioned as no exception would be there on audit count - Exception approach should be defined for 0-60 Days performance, can the target be revised to 90%? - For KPI over achieved by CCF then rewards process 	As per RFP
35	<p>Page 117 /</p> <p>SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS</p> <p>2.6 Resident Satisfaction</p>	<p>Note: - Recording of calls being transfer to IVRS for feedback may or may not be available for future listening.</p>	<p>We request UIDAI to provision 100% call recording for providing constructive feedback to RSE's for improvement</p>	As per RFP

36	<p>Page 118 /</p> <p>SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS</p> <p>2.7 Average Handle Time (AHT)</p>	2.7 Average Handle Time (AHT)	<p>AHT target should be > 240 seconds. Considering multipage navigation, no knowledge bank access available, manual efforts increase to capture the Query remarks etc.</p> <ul style="list-style-type: none"> - AHT target needs to be revised considering the IVRS transfer target that has increased from 1% to 10%, which impacts handle time. - Also exception approach should be defined on this parameter considering the new hired resources, 0-30 Days RSEs AHT target should be set separately, considering the learning curb RSEs. - Penalty calculation should be done after excluding NH RSEs AHT likewise OJT/ 0- 30 Days etc. 	As per RFP
37	<p>Page 119 /</p> <p>SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS</p> <p>2.8(a) Email Response Time (Individual Emails)</p>	Email Response Time (Individual Emails)	<p>This parameter needs to be relook, meeting individual emails response time would be much difficult considering the operational challenges, technical issue, CRM issue, SOP unavailability for particular scenarios & clarification on new scenarios.</p> <ul style="list-style-type: none"> - Email desk operational windows needs to be relook, it should be 24* 7. UIDAI to help CCF with Day wise / Interval wise monthly projection Looking at this clause MG should be applicable for 90% of projected volume. Relaxation should start from 110% of additional volume. 	As per RFP

38	Page 119 / SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS 2.8(b) Average Response Time (ART)	Average Response Time (ART)	Penalty should be imposed on bill amount for the particular channel / LoB Only, not on total bill invoice amount for the month.	As per RFP
39	Page 125 / SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS 2.14 Chat Response Time (CRT)	4 Chat Response Time (CRT)	Chat response time parameter needs to be deliberated, service industries best practice should be implemented	As per RFP
40	Page 129 / SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS PART-III: PROJECTIONS & COMPENSATIONS	PROJECTIONS	1.) UIDAI should help CCF with language wise Interval wise / daily monthly projections? 2) We request SLA exceptions if Calls & Emails received volume is >110	As per RFP
41	Page 129 / SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS	COMPENSATIONS - Actual Vs Projected Call Volume	To secure 80% MG, we need to maintain 120% call handling capacity, we propose to cap this between 5% to 10%. We request for 90% MG , because to achieve 80% MG the ask is to maintain additional manpower capacity to a tune of 40%	As per RFP

	PART-III: PROJECTIONS & COMPENSATIONS			
42	Page 57/ SECTION-IV: SCOPE OF WORK PART-I: DESCRIPTION OF SERVICES 2. INFRASTRUCTURE & TECHNOLOGY	Service Provider is also expected to keep provision of 1 seat at each site of UIDAI operations for UIDAI resource. In future, UIDAI may decide to deploy a resource at site of operation on temporary or permanent basis during the Contract duration.	Please confirm - Provision of ONE Seat Or ONE desktop with what software / application.	Refer Corrigendum Point No.1
43	Page 52/ SECTION-IV: SCOPE OF WORK PART-I: DESCRIPTION OF SERVICES	Escalation call answering	Please elaborate - Calls would be escalated on VDN / ACD and how do we compute the billing	As per RFP
44	150	“Certificate of Data deletion’ to be provided by the Service Provider, at the time of raising periodic bills.	Request UIDAI to share a format / frequency / SOP	Will be shared with the selected service provider
45	Page 150/ 3.10 Safety & Security of Data, Premises, Location/ site	GCC	Since the contract duration is for 3 + 1 + 1 Years = In which year price inflation would be applicable	As per RFP

46	Page 48/ SECTION-IV: SCOPE OF WORK PART-I: DESCRIPTION OF SERVICES 1. BUSINESS SERVICES	The selected Service Provider may setup at most 3 service delivery centers across India for providing services	We propose additional 2 more locations, considering language wise assessibility	As per RFP
47	General	General	There are 11 count of SLA & other parameters on which penalty is applicable, we request UIDAI team to provision for Rewards too.	As per RFP
48	General	General	What would be the engagement T&C if there is Riot / Epidemic / Pandemic / Natural calamity situation?	As per RFP
49	General	General	Is UIDAI planning to increase its services beyond 12 languages	As per RFP
50	General	General	We request 7am to 11pm operating window for all sundays	As per RFP
51	General	General	During outages / server migration / data base upgradation how would the contact center performance (SLA) & Connect be measured	As per RFP
52	General	General	Spam Chat & Emails parked in for review bucket, where time and efforts are invested should be billable.	As per RFP

**Page 26/
SECTION-III:
INSTRUCTIONS TO
BIDDERS
PART-II: DATA
SHEET**

Extension of Contract:

The Contract may be extended by a period of one plus one year (up to 2 years on 'year on year' basis or part thereof), at same terms & conditions of the Contract including commercials, subject to satisfactory performance by the Service Provider and acceptance of both the parties. However, if the extension is exercised them the extended value of the contract cannot exceed 50% of the original order quantity i.e. 50 % of the total quantity ordered for 3 initial years.

Note: Performance of the Service Provider shall be considered as "satisfactory" for extension of the Contract ONLY if "Total SLA penalty" levied during Contract period does not exceed 12% of the total Contract value executed at the time of consideration of the extension of the

We suggest to have Inflation of 6% shall be applicable from year 2 onwards or Contract price shall remain fixed for 1st Year and 6% escalation on YoY basis. (Details in Price Bid format).

As per RFP

		Contract.		
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<p>54</p>	<p>Page 107/ SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS</p>	<p>Penalty: Total SLA penalty applicable shall be capped at 20% of the invoice value. In case, the SLA penalty levied on any Service Provider exceeds 20% of the invoice value for 3 consecutive months, UIDAI shall have the discretion of terminating the Contract and getting the work done by any other agency. In the event of UIDAI terminates the contract in whole or in part or after exercising Clause 2.9 of GCC, UIDAI may procure services similar to those cancelled, with such terms and conditions and in such manner as it deems fit at the “Risk and Cost” of the supplier and the supplier shall be liable to UIDAI for the extra expenditure, if any, incurred by UIDAI for arranging such procurement. Unless otherwise instructed by UIDAI, the supplier shall continue to</p>	<p>We suggest to relook at the entire penalties@Conneqt OPS team</p>	<p>As per RFP</p>
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		perform the contract to the extent not terminated.		
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55	Page 142/ Clause 2.9 of GCC	<p>Termination of Contract Notwithstanding the duration of the contract stated in GC 2.4, UIDAI, reserves the right to terminate the Contract at any time without prejudice or liability. The Service Providers may terminate this Contract, by not less than Ninety (90) days' written notice to the Purchaser, such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause GC2.9.2</p>	We suggest to have Termination clause to be mutual in nature	As per RFP
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56	Page 141/ Clause 2.7 of GCC	<p>Force Majeure For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the nonperformance or delay in performance, and which makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, pandemic/epidemic, storm, flood, currency restrictions, insurrection and civil commotion, acts of terrorism or other extreme adverse weather</p>	<p>We propose to add "Pandemic" in the definition of Force Majeure and the below clause In situations like lock down of the Cities / Towns (experienced in Covid 19 periods), or any other similar unforeseen situations, where the Service Provider, in order to restore operations, plan working from home or make special arrangements to service from office, the Customer agrees to bear such additional costs to hire computers, other infrastructure, bear / reimburse additional transport costs etc.</p>	As per RFP
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		<p>conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies. b) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or agents or resources, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract and avoid or overcome in the carrying out of its obligations hereunder.</p>		
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57	Page 148/ Clause 3.4 of GCC	<p>General Confidentiality Except with the prior written consent of the Purchaser, the Service Provider and the Personnel shall not at any time communicate to any person or entity any confidential information acquired, stored and received from UIDAI in the course of the Services, nor shall the Service Provider and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services. Breach of the obligation of confidentiality may invite action as per the Aadhaar Act 2016 or its regulations there under or other laws as applicable. The Service Provider shall furnish a Non-Disclosure Agreement, as per format provided in Annexure XII.</p>	We suggest to have confidentiality clause to be bilateral in nature as and where applicable in the entire transaction	As per RFP
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58	Page 149/ Clause 3.6 of GCC	<p>Inspection and Auditing</p> <p>a) The Service Provider shall:</p> <p>(i) keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and 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 same and make copies thereof as well as to have them audited by auditors appointed by the Purchaser or the Purchaser, if so required by the Purchaser. The Audit expenses shall be borne by the Service Provider.</p> <p>b) The Purchaser shall</p>	We suggest UIDAI to provide prior notice of 7 days to conduct an audit/Inspection	As per RFP
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		<p>have the right to carry out inspection checks, audits of the Service Provider's premises and / or locations, facilities, or point of delivery of services performed under this Contract.</p> <p>c) The Purchaser shall have the right to carry out scheduled/ unscheduled visits to any of the locations, premises & facilities and oversee the processes and operations of the Service Provider.</p> <p>d) If a third party audit is conducted at the instance of Service Provider, the cost of audit will be borne by the Service Provider.</p>		
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59	Page 149/ Clause 3.7 of GCC	Sub- contracting The Service Provider shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract without the prior written approval of the Purchaser	We suggest to relax this clause giving Conneqt the right to Subcontract this agreement to any of its Affiliates, subsidiaries or group entities with notice.	As per RFP
60	Page 151/ Clause 3.13 of GCC	Assignment The Service Provider shall not assign, in whole or in part, any of their obligations under this Contract.	We suggest to relax this clause giving Conneqt the right to Assign this agreement to any of its Affiliates, subsidiaries or group entities with notice.	As per RFP
61	Page 153/ 6. PAYMENTS TO THE SERVICE PROVIDER of GCC	Terms of Payment The payments in respect of the Services shall be made as follows: a) The Service Provider shall submit the invoice for payment when the payment is due as per the agreed terms on ‘Calendar month’ basis’’ along with the penalties in line with SLAs/KPIs mentioned in Section–V. The selected vendors may submit their monthly bill by the 10th day of the next month which will be paid within 45 days of submission of the bill.	We suggest purchaser to make the payment to service provider within 30 days from the date of submission of Invoice	As per RFP

62	Page 155/ 9. LIQUIDATED DAMAGES of GCC	LIQUIDATED DAMAGES The parties hereby agree that due to negligence of act of Service Provider, if UIDAI suffers losses, damages, the quantification of which may be difficult, and hence the amount specified hereunder shall be construed as reasonable estimate of the damages and Service Provider shall agree to pay such liquidated damages, as defined hereunder as per the provisions of this Contract. The amount of liquidated damages for services under this Contract shall not exceed the total Contract Price .	We suggest to delete liquidated damages in the entire process as and where mentioned and applicable	As per RFP
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63	Page 158/ LIMITATION LIABILITY	OF Limitation of Liability Except in case of gross negligence or willful misconduct: ((c) The aggregate liability of the Service Provider to UIDAI 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 UIDAI with respect to patent infringement or any third party claims. (d) UIDAI shall not be liable to the Service Provider in case of any loss or profits or additional costs incurred etc. subsequent to termination of Contract as per Clause 2.2 of GC of this Contract.	We suggest to replace the either parties aggregate liability under this Contract shall be in no event exceed the amount specified in the Contract Price with the following stated below: Notwithstanding anything contained in this Agreement, Conneqt's liability to the other party for damages, from any cause whatsoever and regardless of the form of action, whether in contract or in tort, including proven negligence, shall be limited to the actual amount billed by Service Provider to customer in the two (2) calendar months prior to the cause of action first arose which are subject to proven.	As per RFP
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64	Page 159/ 12.1 MISCELLANEOUS PROVISIONS	<p>Indemnity (iii) The Service Provider shall at all times indemnify and keep indemnified UIDAI against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under this Contract. (iv) The Service Provider shall at all times indemnify and keep indemnified UIDAI against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the Service Provider (v) The Service Provider shall at all times indemnify and keep indemnified UIDAI against any and all claims by Employees, agent(s), employed engaged or otherwise working for</p>	We suggest Indemnity clause to be mutual and indemnity shall survive for a period of 2 years post the termination or expiry of the Contract.	As per RFP
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		<p>the Service Provider, in respect of wages, salaries, remuneration, compensation or the like. (vi) All claims regarding indemnity shall survive the termination or expiry of the Contract.</p>		
65	<p>Page 11/ PART-II: HISTORICAL VOLUMES</p>	<p>Inbound Call Count & AHT:</p>	<p>* What is the Call Distribution Pattern Half hourly Interval and Intra day wise ?..Please share language wise last 6 months trend (in numbers).</p>	<p>As per RFP</p>

66	Page 12 / PART-II: HISTORICAL VOLUMES	Outbound Call Count & AHT Trend:	<ul style="list-style-type: none"> * What is the Data Allocation Pattern - Daywise (from Day 1 to Day 30) * What Total number of Calling attempts on any Non Contactable Case permissible?(considering escalation limit) * What is the current Contactability in each queue? (share 3 months trend) [contactability %] * What would be language wise bifurcation? Please provide language wise volume / FTE count for Outbound, LOB. 	As per RFP
67	Page 13/ PART-II: HISTORICAL VOLUMES	Inbound Emails:	<ul style="list-style-type: none"> * What is the Email Distribution Pattern Half hourly Interval and Intra day wise ?..Please share language wise last 6 months trend (in numbers). * What is the AHT of Emails? * Will the agents handling emails have to make out calls for co-ordination? * If yes, what is the AHT of these calls? 	As per RFP
68	Page 13/ PART-II: HISTORICAL VOLUMES	Live Chat Agent: - UIDAI is yet to start chat service and therefore, no historical trend exists.	<ul style="list-style-type: none"> * As no historical data is available for Chat, please confirm on the number of agents to be deployed to initiate with? Please provide daily expected login count. 	As per RFP
69	Page 43/ 3. ALLOCATION OF VOLUME	Volume allocation of work between two Service Providers will be as per below table:	<ul style="list-style-type: none"> * 60% volume of Inbound and Email LOBs and 100% volume of chat shall be provided to L1 service provider, is the understanding correct? * How and what volume of Outbound calling shall be provided to L1 vendor? Please provide details. 	1) Yes 2) Will be shared with the selected service provider
70	Page 67/ 3. RESOURCE ON-BOARDING	For Escalations:	<ul style="list-style-type: none"> * Service provider needs to have separate desk for handling escalation calls? If yes, Please provide expected daily / monthly language wise volume, AHT, operational window, service levels. 	As per RFP

71	Page 48 / 1. BUSINESS SERVICES	All business services shall be provided during the existing operations hours* i.e. 7 AM to 11 PM (Monday to Saturday), 8 AM to 5 PM (Sundays) and 3 mandatory National Holidays are nonworking days i.e. 26th Jan., 15th Aug and 2nd Oct.	* All LOB that is Inbound, Email and Outbound shall be operational 7.00 am to 11.00 pm, Monday to Saturday, and 8.00 am to 5.00 pm on Sundays, and 3 mandatory National Holidays are nonworking days i.e. 26th Jan., 15th Aug and 2nd Oct, is the understanding correct?	As per RFP
72	Page 129/ 1. PROJECTIONS	VARIANCE % W.R.T PROJECTIONS: A variance of $\pm 20\%$ is expected from the projected volume, ranging from 80% (Lower Limit) to 120% (Upper Limit) of the projected volume and the Service Provider should be equipped to handle the same. However, if the variance is more than $\pm 20\%$ of the projected volume, UIDAI will compensate the Service Provider as detailed below:	The variance $\pm 20\%$ in projected volume is too high, we would recommend industry standard of $\pm 10\%$ ranging from 90% [lower limit] and 110% [upper limit] please confirm.	As per RFP

73	Page 129/ / 2. COMPENSATIONS	If the % of variance (Actual Calls Offered / Projected call Volume) against the projected call volume is:- 1. $\geq 80\%$ AND $\leq 120\%$: All SLAs will be calculated on Actuals. 2. $< 80\%$: Volume % Less than 80% will be translated to Connect Minutes as per the belowformula and paid to vendor over and above the actual connect minutes for the invoice month: Formula: (% less than 80 % of the invoice month \times Calls Projected for the invoice Month) \times AHT of the invoice Month (Minutes).	We recommed If the % of variance (Actual Calls Offered / Projected call Volume) against the projected call volume is:- 1. $\geq 90\%$ AND $\leq 110\%$: All SLAs will be calculated on Actuals. 2. $< 90\%$: Volume % Less than 90% will be translated to Connect Minutes as per the belowformula and paid to vendor over and above the actual connect minutes for the invoice month: Formula: (% less than 90 % of the invoice month \times Calls Projected for the invoice Month) \times AHT of the invoice Month (Minutes). Please confirm,	As per RFP
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74	<p>Page 132/ ACTUAL PROJECTED VOLUME Vs E-MAIL</p>	<p>If the % of variance (actual e-mail received/projected e-mail volume) against the projected E-mail volume is: 1. $\geq 80\%$ AND $\leq 120\%$: ALL SLAs will be calculated on Actual. 2. $< 80\%$: Volume % Less than 80% will be paid to the Service Provider over and above the actual e-mails replied for the invoice month: Formula: % less than 80 % of the invoice month \times No. of e-mails Projected for the invoice Month \times "E-mail Discovered Cost" Per e-mail. Note: All SLAs will be calculated on Actual. 3. Greater than 120%: Waiver on response time (emails) SLA will be granted as per below condition(s): c. 6 Hours increase in SLA slab in case of both individual email SLA parameters and average response time SLA parameters will be</p> <p>We recommend If the % of variance (actual e-mail received/projected e-mail volume) against the projected E-mail volume is: 1. $\geq 90\%$ AND $\leq 110\%$: ALL SLAs will be calculated on Actual. 2. $< 90\%$: Volume % Less than 90% will be paid to the Service Provider over and above the actual e-mails replied for the invoice month: Formula: % less than 90 % of the invoice month \times No. of e-mails Projected for the invoice Month \times "E-mail Discovered Cost" Per e-mail. Note: All SLAs will be calculated on Actual. 3. Greater than 110%: Waiver on response time (emails) SLA will be granted as per below condition(s): c. 6 Hours increase in SLA slab in case of both individual email SLA parameters and average response time SLA parameters will be allowed for every 1% - 10 % increase in email volume above the upper limit of the projected volume (i.e.110%).</p>	As per RFP
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		allowed for every 1% - 10 % increase in email volume above the upper limit of the projected volume (i.e.120%).		
75	Page 59	Typing speed should be 22-25 WPM with 90% accuracy.	Do we have scope to reduce the WPM and Accuracy	As per RFP
76	Page 59	Versed in written and verbal in Vernacular language	Is it Mandate to have written skills for Vernacular languages	As per RFP

77	General	General	What is the expected mix of Graduates : Undergraduates?	As per RFP
78	General	General	What English versant level client prefers across the scope of work?	As per RFP
79	General	General	Do the agents & support require a specific background verification.	As per RFP
80	Page 49	The service delivery centers should have state-of-art infrastructure with all amenities for staff to work, the work desk should be of 4.5 X 2.5 feet in size for comfortable working and noninterference of voice. The delivery centers should have proper noise insulations in operational area not limited to installation of noise absorbing materials on work desk area.	Can 3X2 feet in size of work desk be acceptable, which is the industry standard.	As per RFP
81	Page 101	Large displays on floor should be available for every 50 seats to present PPTs, Process Updates, RTM, Gamification, Wallboards, etc.	Can the displays be made available for 100 seats, instead of 50.	As per RFP

82	Page 128	Execution and Implementation of Six Sigma Black Belt Improvement Project Every 6 month atleast 1 project else penalty of 5% of monthly invoice value	Knowing that it's a Black Belt Project, can we execute 1 project in an year, instead of 2.	As per RFP
83	Page 107	Total SLA penalty applicable shall be capped at 20% of the invoice value.	We propose penalty capping at 10%. Likewise we propose rewards as well.	As per RFP
84	Page 101	Above RSE level all resources must have their dedicated computer systems with all required licensed software.	Can we use supervisory seat shift wise.	As per RFP
85	Page 101	Every CCF location handling UIDAI process will have 2 seats reserved for UIDAI officials along with dedicated VC rooms and system connectivity.	Client seat requirement is contradicting between page 57 & 101. Please clarify.	Refer Corrigendum Point No.2
86	Page 67	Escalation Desk Executive	Can UIDAI provide interval wise/language wise/daily/monthly volume to ensure adequate staffing.	As per RFP

87	Page 53	<p>The selected Service Provider is to provide contact center services on an outsourced model i.e. from its premises. Cost of entire necessary infrastructure such as office space, workstations, soft/hard phone and their licenses, headsets, connectivity, etc. will be borne by the Service Provider.</p>	<p>Since the licenses are going to be on UIDAI server, who will bear the license cost.</p>	<p>As per RFP</p>
88	Page 52	<p>a) Team Leader: Escalation calls must be answered within 2 minutes of Resident request by the Team Leader.</p> <p>b) Assistant Manager: Escalation calls must be answered within 2 minutes of Resident request by the Assistant Manager in case if Team Leaders are not available to attend call.</p>	<p>We propose for a dedicated esclation desk / VDN</p>	<p>As per RFP</p>
89	Page 51	<p>Currently chats shall only be answered in English and Hindi, however in future other languages may also be introduced.</p>	<p>Is UIDAI planning to open the chat platform in Hindi language as well.</p>	<p>Yes</p>

90	Page 10	UIDAI quality analyst teams and AI driven Speech Analytics Software may also be auditing the Resident communications in future.	Can we deploy new software, such as AI driven Speech Analytics, to enhance operations/teams day to day performance.	As per UIDAI policy
91	Page 50	Emails shall be answered in Hindi and English. Any other language based emails will be forwarded to concerned regional offices of UIDAI using UIDAI CRM or any other system made available by UIDAI with no cost to UIDAI for such email handling.	Where would we be use the Written Hindi skillset.	- In responding to emails/chats manually as and when required
92	Page No. 29/ Part III, Eligibility Criteria		Since you are considering the DOT licence for subsidiaries or parent company, hence we request you to consider the Turnover and experience of Wholly owned subsidiary also	As per RFP

93	Page No. 30/ Part III, Eligibility Criteria	The Bidder's average annual turnover from contact center services (Calls/Email/Chats), during the previous three financial years (2019-2020, 2020-2021 & 2021- 2022) must be at least Rs. 53.50 Crore (Rupees Fifty three crore and fifty lakh Only).	As per guidelines of central government all Central Government agencies are required to provide relaxation under MSE Guidelines for Turnover and Experience, we are a reputed organization working in the field of BPO/ITes since last 12 Years and we are registered as an MSE, so we request you to provide exemption of Turnover criteria as per guidelines to 50 Crores. Concerned guidelines attached for reference	As per GOI guidelines
94	Page No. 30/ Part III, Eligibility Criteria	The Bidder must have at least 3500 agents employed in delivering domestic contact center voice, email or chat services as on 31.01.2023 across India.	As per guidelines of central government all Central Government agencies are required to provide relaxation under MSE Guidelines for Turnover and Experience. hence provide us relaxation to read it 1500 in place of 3500 and in propotrion to the project Requirement . Concerned guidelines attached for reference Concerned guidelines attached for reference	As per RFP

95	Page No. 36/ Technical Evaluation Criteria Point No. 3	Marking for Employees ranging from 3500 to above 4500	As per guidelines of central government all Central Government agencies are required to provide relaxation under MSE Guidelines for Turnover and Experience, hence provide us relaxation to read it 2500 in place of 4500 and in propotion to the project Requirement . Concerned guidelines attached for reference	As per RFP
96	Page No. 110/ One Time SLA Parameter, S.No. 1	Within 30 days (including 30th Day) from the date of signing the Contract between the Purchaser and the Service Provider	30 Days period is too short for such kind of set up. Go Live time allowed should be Minimum 90 days.	As per RFP
97	Page No. 118/ Penalty Clause for AHT	NA	There is already capping of AHT for 240 Seconds. In PCM model billing anyways the bidder will not be paid for talktime above 240 seconds which is the capping so it is not justified to have penalties for crossing the threshold. Also bidder will already be monitored under various other parameters which too has penalties so if they do not maintain the AHT they will lose out on other cappings also. So this penalty should be removed	As per RFP

98	Page no. 57/ Point No. 2, Soft Hard Phone	The selected Service Provider is required to provide Avaya One-X Agent soft/hard phone. The selected Service Provider has to procure the Avaya One-X Agent licenses in the name of UIDAI.	Is Avaya the current Technology being used or is the department planning to migrate to avaya immediately. What is the timeframe when the licenses have to be procured as if the current techonology used is not Avaya then there is no point of taking Avaya licences. Also in case Avaya Licences are required for agent desktop kindly confirm if the backend technology platform will be provided by department.	As per RFP
99	Page 30/ PART-III: ELIGIBILITY CRITERIA, TABLE 1. CRITERIA FOR PRE- QUALIFICATION, Point No 3.	The Bidder's average annual turnover from contact center services (Calls/Email/Chats), during the previous three financial years (2019-2020, 2020-2021 & 2021- 2022) must be at least Rs. 53.50 Crore (Rupees Fifty three crore and fifty lakh Only).	MSEs & Start-Ups as per GEM Bid Document Page on the 11th and 12th are exempted from prior-turnover and experincve. Please confirm if this clause prevails the same. Enclosed GEM Bid Document Page for your Kind Perusal.	As per GOI guidelines

100	Page 30/ PART-III: ELIGIBILITY CRITERIA, TABLE 1. CRITERIA FOR PRE- QUALIFICATION, Point No 4.	The Bidder must have successfully “completed” OR “completed part of the ongoing project” including contact center & back-end services for voice, email / chat, etc. during last 5 years of the following values as on 31.01.2023: - At least one project of value not less than Rs 85 Crore ; OR - At least two projects of values not less than Rs 53 Crore each; OR - At least three projects of value not less than Rs 43 Crore each	MSEs & Start-Ups as per GEM Bid Document Page on the 11th and 12th are exempted from prior-turnover and experincve. Please confirm if this clause prevails the same. Enclosed GEM Bid Document Page for your Kind Perusal.	As per GOI guidelines
101	Page 32/ PART-III: ELIGIBILITY CRITERIA, TABLE 1. CRITERIA FOR PRE- QUALIFICATION, Point No 10.	The Bidder must have at least 3500 agents employed in delivering domestic contact center voice, email or chat services as on 31.01.2023 across India.	As Per 11th & 12th ROW of the GEM Bid Document Page and GOI Order No. F.No.1(2)(1)/2014-MA Part, Dated on 10/03/2023 Prior Experience is Exempted for DIPP Recognised Startups and MSEs. Hence this clause comes under exemption criteria for MSEs and DIPP Recognised Startups. we would request you to please relax upto 1500 agents employed in delivering domestic contact center voice, email or chat services as on 31.01.2023	As per RFP

102	Page 59/ Clause No.3 RESOURCE ON-BOARDING, Table point 1, Resident Service Executive (RSE - VOICE)	Should have at least 6 months experience of handling calls in an inbound customer service process at any reputed domestic or international call Centre.	We would request you to please allow some opportunities for Freshers candidates. These freshers are freshly graduated and seek learning experiences.	As per RFP
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103	<p>Page 19/ SECTION-III: INSTRUCTIONS TO BIDDERS, PART-I: GENERAL, Point No. 5</p>	<p>"The preparation of the Financial Bid as well as all related correspondence exchanged by the Bidders and the Purchaser shall be in English.</p> <p>ii) The Financial Bid shall be prepared using the attached Standard Form as in BOQ (MS Excel format), Annexure-II and Annexure-I of Section VII. It shall include all costs associated with the Service/Assignment. The financial bid shall not include any conditions attached to it. Any such conditional financial bid shall be summarily rejected.</p> <p>iii) The Financial Proposal/Commercial bid format as in Annexure-II of Section VII is also provided as BOQ_XXXX.xls along with this tender document at https://gem.gov.in/. Bidders are advised to</p>	<p>As per the GEM Price offering page, there is no option quote a lumpsum price for complete contract in totality, whereas per Annexure II & III we are required to quote per connect minute price. Therefore kindly confirm us uniform format to be used for financial evaluation purpose.</p> <p>Also, kindly confirm if we need to upload Annexure II & III with the technical bid, if yes than under what field.</p>	As per RFP
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		<p>download this BoQ_XXXX.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, bid will be rejected and EMD would be forfeited and Bidder is liable to be banned from doing business with UIDAI. In case of discrepancy between the BOQ and Annexure-II of Section VII RFP, BOQ will prevail."</p>		
104	<p>Page 33 PART-III: ELIGIBILITY CRITERIA</p>	<p>The bidder must have following certifications:</p> <hr/> <p>1. ISO 27001: 2013 or above</p> <hr/> <p>2. CMMI: Level 3 or</p>	<p>We request you to remove CMMI Level 3 from this clause because this is call center RFP and this certification is related to Software development.</p>	<p>As per RFP</p>

		above		
		3. ISO 9001: 2015		
105	Page 107	Total SLA penalty applicable shall be capped at 20% of the invoice value.	We request you to cap SLA penalty to 3% of the Invoice Value.	As per RFP
106	Page 167	Commercial Format	We request you to provide Minimum Volume Guarantee for monthly billing.	As per RFP
107	Page 57 2. INFRASTRUCTURE & TECHNOLOGY	Hard phone/Soft phone: The selected Service Provider is required to provide Avaya One-X Agent soft/hard phone. The selected Service Provider has to procure the Avaya One-X Agent licenses in the name of UIDAI. (The one-X agent licenses are returnable after the expiry of the Contract, the selected Service Provider will be required to co- ordinate with Avaya for this process) to be installed at both UIDAI's Data Centers.	We feel that by naming a particular "Make or Brand" UIDAI has included a restrictive and discriminatory condition against the local suppliers in violation of Public Procurement, GFR, and CVC guidelines. Due to this condition the service providers are enforced to purchase the solution from the named brand only. In this regard, we would also like to bring to your attention the Office Memorandum 8-02/2022-23-Finance, Government of India, Ministry of Communications, Department of Telecommunications (Integrated Finance Division) & DPIIT, GOI Office Memorandum F No P-45021/121/2018-(B.E-II) dated 20th June, 2019. Copies of documents referred to are attached for reference of UIDAI. As similar solution/technology can be provided by multiple local companies, we request UIDAI to delete the "Make/Brand " and modify the RFP suitably to ensure wider participation of local suppliers in compliance with the GoI guidelines.	In order to make CCF comply it with Technology available with UIDAI, this clause is added.

108	Page 114	Service Level % (SL%)	Clarification required on SL penalty whether it would be overall invoice amount or individual language wise invoice amount	As per RFP
109	General	General	clarity required on invoice generation whether it would be including penalty or excluding penalty	As per RFP
110	General	General	Total penalty should be calculated basis on the invoice value of respective LOBs (Inbound/Outbound/Chat)	As per RFP
111	Page 127 1.1 Resident Satisfaction Index (RSI)	Resident Satisfaction Index (RSI)	Clarification required on calculation process of RSI whether "No Comment " response from customer will come under "Total Complete" survey" or not	As per RFP
112	Page 59	Resource On boarding	Can we hire out bound telecalling experinence also	As per RFP
113	Page 60, 61	Resource On boarding	Instead of 2 yrs. of TL Exp., can we hire TL with 1 yr. Exp.	As per RFP
114	Page 62	Resource On boarding	Instead of 3 yrs. Of AM Exp., can we hire AM with 1yr. Exp. As a AM	As per RFP
115	Page 63	Resource On boarding	Instead of 6 yrs. of Manager Exp., can we hire Manager with 2 yrs. Of Exp. As a Manager	As per RFP
116	Page 64	Resource On boarding	Instead of 2 yrs. Of QA Exp., can we hire QA with 1 yr. Exp. / for Hindi, English and Regional	As per RFP
117	Page 68	Resource On boarding	Instead of 3 yrs. Of Trainer Exp., can we hire Trainer with 1 yr. of Exp.	As per RFP
118	Page 72	Resource On boarding	Instead of 3-5 yrs. of MIS Exp., can we hire MIS with 1 yr. Exp.	As per RFP

119	Page 100	General Condition	We can initiate BV but may not be able to give successful BGV report within 8 to 10 days of training. Please confirm	As per RFP
120	General	General	Please confirm whether Service Provider has to facilitate the ACD setup for Voice Telephony (Inbound and Outbound), basic IVR, Reporting & Recording. Or UIDAI will extend their Telephony setup and only Avaya One X license to be provided by Service provider?	UIDAI will extend its Telephony setup and only Avaya One X license to be procured by Service provider.
121	General	General	IF ACD and IVR to be provided by Service Provider, Please provide scope for CTI Integration, IVR call flow and the output expected out of Integration.	NO integration required
122	General	General	Please confirm whether Service Provider has to do call collection with Service Provider owned DDI/TFN directly from end user or UIDAI will do call collection with UIDAI owned TFN and forward calls to Service Provider.	As per RFP
123	Page 54	Page 54	We understand only primary and secondary MPLS connectivity need to be provided by Service Provider. Please confirm if Service Provider need to provide internet connectivity to the Service Provider associates.	This is to clarify that the internet connectivity must be available to associates and shall be enabled as per UIDAI policy
124	Page 54	Page 54	We understand that CRM and required corporate application would be extended by UIDAI to Service Provider associates. Please confirm	As per RFP

125	Page 56		We understand Service Provider associates use local domain to login workstations and windows Patch management, Antivirus updates etc to be taken care by Service Provider	Yes
126	Page 55		Please confirm if Service Provider need to provided PRI for making outbound calls.	No
127	Page 76/ TRAINING	Page 76/ TRAINING	Will orientation training be done for trainees in every batch by UIDAI team?	No
128	Page 78		Refresher training for trainees failing final assessment will be for how many days?	Will be shared with the selected service provider
129	Page 30/ TABLE 1. CRITERIA FOR PRE-QUALIFICATION	The Bidder's average annual turnover from contact center services (Calls/Email/Chats), during the previous three financial years (2019-2020, 2020-2021 & 2021- 2022) must be at least Rs. 53.50 Crore (Rupees Fifty three crore and fifty lakh Only).	As per GEM Bid Document MSEs & Start-Ups are exempted from prior-turnover and experience. Please confirm if this clause is exempted accordingly for MSEs and StartUps. Enclosed GEM Bid Document Page for your Kind Perusal.	As per GOI guidelines

130	Page 30 and 31/ TABLE 1. CRITERIA FOR PRE-QUALIFICATION	<p>The Bidder must have successfully “completed” OR “completed part of the ongoing project” including contact center & back-end services for voice, email / chat, etc. during last 5 years of the following values as on 31.01.2023:</p> <ul style="list-style-type: none"> - At least one project of value not less than Rs 85 Crore ; OR - At least two projects of values not less than Rs 53 Crore each; OR - At least three projects of value not less than Rs 43 Crore each 	<p>As per GEM Bid Document MSEs & Start-Ups are exempted from prior-turnover and experience. Please confirm if this clause is exempted accordingly for MSEs and StartUps.</p> <p>Enclosed GEM Bid Document Page for your Kind Perusal.</p>	As per GOI guidelines
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131	Page 32/ TABLE 1. CRITERIA FOR PRE-QUALIFICATION	The Bidder must have at least 3500 agents employed in delivering domestic contact center voice, email or chat services as on 31.01.2023 across India.	<p>We are a StartUp India DIIP recognised company, with requisite experience of handling call centre operations for Banks, PSUs and other government organizations. And as per As Per 11th & 12th ROW of the GEM Bid Document Page and GOI Order No. F.No.1(2)(1)/2014-MA Part, Dated on 10/03/2023 Prior Experience is Exempted for DIPP Recognised Startups and MSEs. Hence this clause comes under exemption criteria for MSEs and DIPP Recognised Startups.</p> <p>Therefore we would request you to please relax upto 1500 agents employed in delivering domestic contact center voice, email or chat services as on 31.01.2023 for StartUp India companies for fair and equal participations of all the interested bidders.</p>	As per RFP
132	Page 59	Should have at least 6 months experience of handling calls in an inbound customer service process at any reputed domestic or international call Centre.	We would request you to please allow some opportunities for Freshers candidates. These freshers are freshly graduated and seek learning experiences.	As per RFP

<p>133</p>	<p>Page 19/ SECTION-III: INSTRUCTIONS TO BIDDERS 5. Preparation of Financial bid</p>	<p>"The preparation of the Financial Bid as well as all related correspondence exchanged by the Bidders and the Purchaser shall be in English.</p> <p>ii) The Financial Bid shall be prepared using the attached Standard Form as in BOQ (MS Excel format), Annexure-II and Annexure-I of Section VII. It shall include all costs associated with the Service/Assignment. The financial bid shall not include any conditions attached to it. Any such conditional financial bid shall be summarily rejected.</p> <p>iii) The Financial Proposal/Commercial bid format as in Annexure-II of Section VII is also provided as BOQ_XXXX.xls along with this tender document at https://gem.gov.in/. Bidders are advised to</p>	<p>As per the GEM Price offering page, there is no option quote a lumsum price for complete contract in totality, whereas per Annexure II & III we are required to quote per connect minute price. Therefore kindly confirm us uniform format to be used for fanancial evaluation purpose.</p> <p>Also, kindly confirm if we need to upload Annexure II & III with the technical bid, if yes than under what field.</p> <p>Also We would request your clarification that the per connect minute price to be submitted in GeM portal should be filled inclusive of GST.</p>	<p>As per RFP</p>
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		<p>download this BoQ_XXXX.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, bid will be rejected and EMD would be forfeited and Bidder is liable to be banned from doing business with UIDAI. In case of discrepancy between the BOQ and Annexure-II of Section VII RFP, BOQ will prevail."</p>		
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134	Page 41/ PART-IV: SELECTION PROCESS Technical Evaluation	In order to qualify as 'Technically Qualified Bidder' (TQB), the Bidders should have scored a minimum of 70 marks. Only TQBs with minimum of 70 marks will be considered for Commercial Evaluation.	In favor of promoting startup India Companies, we would request your favor in reducing Technical Qualification marks up to 45 for DIPP Recognised Startups and as per Government of India MSME Order No. F.No.1(2)(1)/2014-MA Part, Dated on 10/03/2023.	As per RFP
135	Page 49	The service delivery centers should have state-of-art infrastructure with all amenities for staff to work, the work desk should be of 4.5 X 2.5 feet in size for comfortable working and non interference of voice. The delivery centers should have proper noise insulations in operational area not limited to installation of noise absorbing materials on work desk area.	The industry standard size of the work desk is 3 x 2.5 Feet, please consider the same.	Refer corrigendum Point No.3

136	Page 57	<p>Soft/Hard phone: The selected Service Provider is required to provide Avaya One-X Agent soft/hard phone. The selected Service Provider has to procure the Avaya One-X Agent licenses in the name of UIDAI. (The one-X agent licenses are returnable after the expiry of the Contract, the selected Service Provider will be required to co ordinate with Avaya for this process) to be installed at both UIDAI's Data Centers.</p>	Please share contact details of relationship manager of Avaya One-x for coordination.	This is to clarify that the service provider can connect with OEM directly
137	Page 57	<p>Headsets: Compatible Headset for 100% workstation, with Y-jacking facility in at-least 25 % of the workstations. Headset quality should be at par with market standards with features like noise reduction etc. to ensure high level of service and customer experience.</p>	Ideal ration as per industry standard is 5% of the total workstations. Please consider the same.	As per RFP

138	Page 108	<p>The One-Time SLA parameters noted below in the Service Level Agreement shall be effective from the date of signing of Contract , operational SLA parameters after the completion of 45 calendar days from the date of Go-Live. Any holidays in between the 45 days period will be counted as part of the 45 days.</p>	<p>As per best practice and industry standandard we would request you to please consider giving 90 days of beta pweriod from Go-Live as beta period.</p>	As per RFP
139	Page 33/ TABLE 1. CRITERIA FOR PRE-QUALIFICATION		<p>14. The bidder must have following certifications: 1. ISO 27001: 2013 or above 2. CMMI: Level 3 or above 3. ISO 9001: 2015</p> <p>Question - we do not follow ISO 9001 anymore. We moved to COPC standard compliance for global operations worldwide. question - can this ISO 9001 be waived and we can go with alternative like COPC.</p>	Refer corrigendum Point No.4

140	Page 30/ TABLE 1. CRITERIA FOR PRE-QUALIFICATION		<p>Copies of Certificate & relevant documents like work orders/completion certificate proving experience in domestic call center services</p> <p>Can you pls advise - what exactly you need as evidence for it? do you need copy of SoW - which is client confidential document. is it ok if we give 1st page and last signed page copy or alternatively letter from clients giving service and relationship details (Inbound, Outbound, Email or Chat) from the concerned clients.</p>	As per RFP
141	Page 30/ TABLE 1. CRITERIA FOR PRE-QUALIFICATION		<p>“Satisfactory Work Completion” Certificate(s) with date from the client / CA / CS pertaining to the value of work done as on 31.01.2023 Also provide client reference(s) detailing Name, Designation, Phone and Email</p> <p>question - fair to assume we can submit letter from client. pls advise</p>	As per RFP
142	Page 59 Resource On Boarding		<p>RSE experience - mandate is to have 6 month experience. Can this be Fresher and any experience that comes by default?</p>	As per RFP
143	page 67 Resource On Boarding		<p>Escalation Desk Executive (Voice) - what % of calls goes to escalation desk? We want to ascertain what will be number of escalation desk executives required over and above RSE? Is it fair to assume that call volume given includes escalation call volume as well?</p>	<p>1. No, historical data 2. As per RFP 3. Yes</p>

144	page 107 SECTION-V: SERVICE LEVEL AGREEMENTS, KPIs, WAIVER AND COMPENSATIONS		Total SLA penalty applicable shall be capped at 20% of the invoice value. Question- can this be 10% of the invoice value?	As per RFP
145	page 13 PART-II: HISTORICAL VOLUMES		UIDAI has designed new CRM wherein interaction with respect to the email received are now automatically being created, thereby reducing CCF agent email response time. Question - does not mean that an email agent does not need to do any free text writing. responses are auto populated. agents need to do only sanity check and submit.	The responses to email are given through standard response template, manual reply is required only in limited scenerio.
146	page 129 PART-III: PROJECTIONS & COMPENSATIONS		VARIANCE % W.R.T PROJECTIONS: - question - can the 120% be kept at 110%. Else this leads us to keep 10% additional buffer all the time even though you said that it only happened thrice. But we need to be prepared for 120%.	As per RFP
147	page 135 SECTION-VI: GENERAL AND SPECIAL CONDITIONS OF CONTRACT		General condition of contract - does UIDAI allows us to negotiate on contractual terms at the time of contracting?	As per RFP and GEM provisions
148	page 6 PART-I: INVITATION TO BID		Reverse auction - can the Reverse auction condition be waived off with better alternative	As per RFP
149	page 48 Scope of Work		RFP says - The selected Service Provider may setup at most 3 service delivery centers across India for providing services. Question we have is if we understood correctly - you are saying it us max of 3 sites allowed. So you are ok if keep 2 only. Or even 1. what is your guidance	As per RFP

150	page 48 Scope of Work	while we are 26000 strong in NCR, Inherently NCR is expensive. Plus we have moved NCR into a global work standards where people work 5 days and get 2 day week off. Other cities we are still able to get people to work 6 days in week and get 1 day week off. so besides higher cost, NCR also has lower productive hours compared to others. so wondering if NCR can be reconsidered.	As per RFP
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Representation received on GEM Portal

RFP Clause	Clarification sought by the bidder	Clarification given by UIDAI
Bid Eligibility Criteria	Team, please help us with the format for Pre-Bid Query.	There is no standard format
Bid Eligibility Criteria	As per PART-III: ELIGIBILITY CRITERIA, TABLE 1. CRITERIA FOR PRE-QUALIFICATION, Point No 3. The Bidder's average annual turnover from contact center services (Calls/Email/Chats), during the previous three financial years (2019-2020, 2020-2021 & 2021- 2022) must be at least Rs. 53.50 Crore (Rupees Fifty three crore and fifty lakh Only). Whereas MSEs & Start-Ups as per GEM Bid Document Page on the 11th and 12th are exempted from prior-turnover and experience. Please confirm if this clause prevails the same.	As per GOI guidelines

Bid Eligibility Criteria	<p>As per PART-III: ELIGIBILITY CRITERIA, TABLE 1. CRITERIA FOR PRE-QUALIFICATION, Point No 4. he Bidder must have successfully “completed” OR “completed part of the ongoing project” including contact center & back-end services for voice, email / chat, etc. during last 5 years of the following values as on 31.01.2023: - At least one project of value not less than Rs 85 Crore ; OR - At least two projects of values not less than Rs 53 Crore each; OR - At least three projects of value not less than Rs 43 Crore each Whereas MSEs & Start-Ups as per GEM Bid Document Page on the 11th and 12th are exempted from prior-turnover and experincve. Please confirm if this clause prevails the same.</p>	As per GOI guidelines
Bid Eligibility Criteria	<p>As per PART-III: ELIGIBILITY CRITERIA, TABLE 1. CRITERIA FOR PRE-QUALIFICATION, Point No 10.The Bidder must have at least 3500 agents employed in delivering domestic contact center voice, email or chat services as on 31.01.2023 across India. Wheras as Per 11th & 12th ROW of the GEM Bid Document Page and GOI Order No. F.No.1(2)(1)/2014-MA Part, Dated on 10/03/2023 Prior Experience is Exempted for DIPP Recognised Startups and MSEs. Hence this clause comes under exemption criteria for MSEs and DIPP Recognised Startups. We would request you to please relax upto 1500 agents employed in delivering domestic contact center voice, email or chat services as on 31.01.2023</p>	As per RFP
Other	<p>As per the GEM Price offering page, there is no option quote a lumsum price for complete contract in totalitty, whereas per Annexure II & III we are required to quote per connect minute price. Therefore kindly confirm us uniform format to be used for fanancial evaluation purpose. Also, kindly confirm if we need to upload Annexure II & III withe the technical bid, if yes than under what field.</p>	As per RFP

Corrigendum

F. No. HQ-HQ-22019/14/2023-CRM-HQ (Computer No.10576)

RFP for Operating Contact Center of UIDAI

Bid Number: GEM/2023/B/3185129 dated 24/02/2023

(Purchaser makes no representation or warranty as to the completeness or accuracy of any response made in good faith.)

Sl. No.	Reference Page no. in RFP	Reference clause no. in RFP	For Existing provisions in RFP	Read As
1.	57	SECTION-IV: SCOPE OF WORK PART-I: DESCRIPTION OF SERVICES 2. INFRASTRUCTURE & TECHNOLOGY	Service Provider is also expected to keep provision of 1 seat at each site of UIDAI operations for UIDAI resource. In future, UIDAI may decide to deploy a resource at site of operation on temporary or permanent basis during the Contract duration.	Service Provider is also expected to keep provision of 1 seat (with desktop enabled with latest Windows Operating system, microsoft office (latest version), UIDAI applications and other relevant applications.) at each site of UIDAI operations for UIDAI resource. In future, UIDAI may decide to deploy a resource at site of operation on temporary or permanent basis during the Contract duration.
2.	101	SECTION-IV: SCOPE OF WORK PART-I: DESCRIPTION OF SERVICES 6. OPERATIONS General Conditions:	Every CCF location handling UIDAI process will have 2 seats reserved for UIDAI officials along with dedicated VC rooms and system connectivity.	Every CCF location handling UIDAI process will have 1 seats reserved for UIDAI officials along with dedicated VC rooms and system connectivity.

Sl. No.	Reference Page no. in RFP	Reference clause no. in RFP	For Existing provisions in RFP	Read As
	49	SECTION-IV: SCOPE OF WORK PART-I: DESCRIPTION OF SERVICES, Clause No. 1 BUSINESS SERVICES	The service delivery centers should have state-of-art infrastructure with all amenities for staff to work, the work desk should be of 4.5 X 2.5 feet in size for comfortable working and noninterference of voice. The delivery centers should have proper noise insulations in operational area not limited to installation of noise absorbing materials on work desk area.	The service delivery centers should have state-of-art infrastructure with all amenities for staff to work, the work desk should be of 4 X 2.5 feet in size for comfortable working and noninterference of voice. The delivery centers should have proper noise insulations in operational area not limited to installation of noise absorbing materials on work desk area.
	33	Part-III Eligibility Criteria 1. Pre-Qualification Criteria Serial No.14 under TABLE 1. CRITERIA FOR PRE-QUALIFICATION	The bidder must have following certifications: 1. ISO 27001: 2013 or above 2. CMMI: Level 3 or above 3. ISO 9001: 2015	The bidder must have following certifications: 1. ISO 27001: 2013 or above 2. CMMI: Level 3 or above 3. ISO 9001: 2015 / COPC