

F. No. 14014/14/2017-Logistics-CRM
Government of India
Ministry of Electronics & IT
Unique Identification Authority of India (UIDAI)
9th Floor, Tower-1, Jeevan Bharati Building
Connaught Circus, New Delhi-110001
22.11.2017

Subject: PRE-RFP meeting on 27.11.2017 with prospective bidders for contact centre services of UIDAI

UIDAI is presently running Contact Center Service for handing queries and grievances of the Residents related to AADHAAR with approximate average monthly volume (AMV) of calls and emails as 20,00,000 and 95,000 respectively. UIDAI is coming up with fresh RFP to on-board two new vendors with volume allocation in 60:40 ratio. Interested vendors with capability to handle UIDAI volumes are requested to attend Pre - RFP meeting for preliminary discussion in UIDAI HQ, Delhi (Tower 2, 3rd floor, conference room) on Monday i.e. 27-Nov.2017 at 3 PM.

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