

RFP for 'Providing Toll Free Number and Allied Services'
 Ref. No. 14014/23/2012-Logistics dated 24th December, 2012
 Clarifications on written queries

| S.No. | Page no of RFP | Section | Clause | RFP Statement | Query | Response/Clarification |
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| BSNL | | | | | | |
| 1 | 20 | III Part I | 3.1 | All the calls originating at PSTN for those Toll Free numbers will be routed to UIDAI's Main DC & DC DR which will be subsequently routed to the UIDAI's Contact Center partner for Customer Care service, if required. | It may please be clarified that all calls will be originating from land line <u>or</u> from landline and mobile networks both. | All network. |
| 2 | 21 | III Part I | 3.2.1 | The selected service provider shall provide necessary PRI lines, at no charge to the purchaser, to any of purchaser's Data Centre location in India. | It may please be intimated the number of PRI lines to be provided at each one of the data center for inbound and outbound calls. | PRI lines to be decided by the selected TSP in accordance to the volume forecast provided in the RFP. |
| 3 | 21 | III Part I | 3.2.1 | DATA CENTRE ADDRESSES | Detailed addresses of data center locations may please be provided. | As per amendment issued. |
| 4 | 21 | III Part I | 3.3 | The selected service provider shall provide basic Toll Free (Non-Dedicated) Services, Dedicated Services and two-way services (Inbound & Outbound). | Non dedicated and dedicated may please be explained. | Direct Inward Dialing (DID) provided should have the capability to handle traffic so data Centre no longer had to have dedicated lines or trunk groups as they are called, to handle each telephone number. |

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| 5 | 21-22 | III Part I | 3.3 | <p>The selected service provider shall provide the following toll free features:-</p> <ol style="list-style-type: none"> 1. Dialed Number Identification Service(DNIS) 2. Area Code and Exchange Block-Block Toll Free calls from customer identified area codes and local exchanges. | <ol style="list-style-type: none"> 1. DNIS may please be explained 2. Area Code and Exchange Block may please be explained with greater clarity. | As per RFP. |
| 6 | 24 | III | PART-II | Service Level Agreement | Average monthly network availability is expected 99.95 % after that the penalty is increasing steeply to 25% for network availability below 98%. This penalty is very high which may be reviewed. | As per RFP. |
| 7 | 40 | IV | 6.3(b) | The service provider shall provide a billing system that can compute price and penalties in real-time, accessible to UIDAI | The bills are generated by in house billing system and thus this need not be insisted for. Penalty in real time cannot be automatically generated. This may be deleted. | Necessary provision is required to be made by Service Provider in the bills submitted to UIDAI. |
| 8 | 14 | II | 6 | Performance Bank Guarantee will be 5% of the assessed project value of the contract. | Since the number of calls to free number is expected to grow gradually, PBG should be limited to 5% cost of contract value for initial one year. | Assessed Project value= No. of monthsXcall projections given in Section III of the RFPX Discovered Rate. |

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| 1 | 15 | Section III Part-III | Table 1. Criteria for Pre-qualification S.No.3 | Should not have defaulted on any bank/institutions' loans in the past - Certificate from statutory auditor | Statutory auditor doesn't issue this certificate, however the same can be given from the authorized signatory of the company | As per amendment issued. |
| 2 | 15 | Section III Part-III | Table 1. Criteria for Pre-qualification S.No.4 | Should not have defaulted in payment of statutory dues or liabilities - Certificate from statutory auditor | Statutory auditor doesn't issue this certificate, however the same can be given from the authorized signatory of the company | As per amendment issued. |
| 3 | 16 | Section III Part-III | Table 1. Criteria for Pre-qualification S.No.6 | Should not have been blacklisted by any government agency/department at any point of time - Certificate from statutory auditor | Statutory auditor doesn't issue this certificate, however the same can be given from the authorized signatory of the company | As per amendment issued. |
| 4 | 42 | Section-IV | 9.Liquidated Damages, 9.1 | If the services supplied do not meet the minimum specifications and standards as per the Contract, and the same is not modified to meet the requirements within 14 days of being informed by the Purchaser, the Purchaser shall be free to impose any penalty as deemed fit. In addition, the Purchaser shall reserve the right to terminate the contract and recover the liquidated damages by forfeiting the performance guarantee submitted by the Service Provider. | Penalty shall not be more than 0.5% per week and not exceeding 5% of the total contract value | As per RFP. |
| 5 | 43 | Section-IV | 9.Liquidity Damages, 9.2 | The amount of liquidated damages for services under this Contract shall not exceed the Contract Price. | Penalty shall not exceed more than 0.5% per week and 5% of the total contract value | As per amendment issued. |

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| 6 | 10 | Section-II | 6.Performance Bank Guarantee | The selected Bidder shall be required to furnish a Performance Bank Guarantee equivalent to 5%signing of the contract, the demand draft/bank guarantee submitted towards EMD would be returned in original. | Since there is no fixed value of the contract, it will be difficult to calculate the 5% of the total contract value, hence the amount of PBG to be submitted shall be fixed by UIDAI | Assessed Project value= No. of monthsXcall projections given in Section III of the RFPX Discovered Rate. |
| 7 | 21 | Section-III | 3.2.1General Requirement | The selected service provider shall provide necessary PRI lines, at no charge to the purchaser, to any of purchaser's Data Centre location in India listed below. | Please confirm if the PRI lines needs to be provided on Copper/Fiber | Any wired PRIs are acceptable. |
| RELIANCE | | | | | | |
| 1 | 10 | Section-II | 6.Performance Bank Guarantee | The selected Bidder shall be required to furnish a Performance Bank Guarantee equivalent to 5% of the assessed project value of the contract, in the form of an unconditional and irrevocable Bank Guarantee from a scheduled commercial bank in India in favour of 'Unique Identification Authority of India' for the entire period of contract with additional 90 days claim period. The Bank Guarantee must be submitted after award of contract but before signing of contract. The successful bidder has to renew the Bank Guarantee on same terms and conditions for the period up to contract including extension period, if any. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/ recovering any dues recoverable/ payable from/ by the Bidder on any account under the contract. On submission of this Performance Bank Guarantee and after signing of the contract, the demand draft/bank guarantee submitted towards EMD would be returned in original. | Request Performance Bank Guarantee amount to be made equivalent to 5% of the annual invoice value. | Assessed Project value= No. of monthsXcall projections given in Section III of the RFPX Discovered Rate. |
| 2 | 15 | SECTION-II: PART-III | SECTION-II: PART-III: ELIGIBILITY CRITERIA: (3) | Should not have defaulted on any bank/institutions' loans in the past Supporting Document Certificate from statutory auditor | It is requested to allow supporting document to be signed by the authorised signatory of the organisation instead of Statutory auditor | As per amendment issued. |

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| 3 | 15-16 | SECTION-II: PART-III | SECTION-II: PART-III: ELIGIBILITY CRITERIA: (4) | Should not have defaulted in payment of statutory dues or liabilities Supporting Document Certificate from statutory auditor | It is requested to allow supporting document to be signed by the authorised signatory of the organisation instead of Statutory auditor | As per amendment issued. |
| 4 | 16 | SECTION-II: | PART-III: ELIGIBILITY CRITERIA: (6) | Should not have been blacklisted by any government agency/department at any point of time. Supporting Document Certificate from statutory auditor | It is requested to allow supporting document to be signed by the authorised signatory of the organisation instead of Statutory auditor | As per amendment issued. |
| 5 | 42 | SECTION IV: | 9. LIQUIDATED DAMAGES | If the services supplied do not meet the minimum specifications and standards as per the Contract, and the same is not modified to meet the requirements within 14 days of being informed by the Purchaser, the Purchaser shall be free to impose any penalty as deemed fit. In addition, the Purchaser shall reserve the right to terminate the contract and recover the liquidated damages by forfeiting the performance guarantee submitted by the Service Provider. | Request to cap Liquidation Damages amount upto 5% of the annual invoice value only. | As per amendment issued. |

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| 1 | 15 | SECTION-II | Part III, Eligibility Criteria for Pre-qualification Point No.3 | Should not have defaulted on any bank/institutions' loans in the past. Certificate from statutory auditor | Providing Certificate from statutory Auditor would not be possible as they are being assessed only by the Board members of TTSL and refuse to provide the certificates for the bids. Certificate can be provided by Authorised Signatory having power of Attorney. | As per amendment issued. |
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| 2 | 15 | SECTION-II | Part III, Eligibility Cirteria for Pre-qualification Point No.4 | Should not have defaulted in payment of statutory dues or liabilities. Certificate from statutory auditor. | Providing Certificate from statutory Auditor would not be possible as they are being assessed only by the Board members of TTSL and refuse to provide the certificates for the bids. Certificate can be provided by Authorised Signatory having power of Attorney | As per amendment issued. |
| 3 | 15 | SECTION-II | Part III, Eligibility Cirteria for Pre-qualification Point No.6 | Should not have been blacklisted by any government agency/department at any point of time. | Providing Certificate from statutory Auditor would not be possible as they are being assessed only by the Board members of TTSL and refuse to provide the certificates for the bids. Certificate can be provided by Authorised Signatory having power of Attorney | As per amendment issued. |
| 4 | 21 | SECTION-III | 3.2 Address Details | Whitefield, Bangalore | Complete address details would be required for the Bangalore location. This would be required for the feasibility study. | As per amendment issued. |

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| 5 | 22 | SECTION-III | 3.6 REPORT REQUIREMENTS, 3.6.1 PERFORMANCE REPORTS | Electronic reports must be provided by the selected service provider on daily, weekly and monthly basis, regarding services provided to the Purchase, preferably online through a web portal with downloadable | All the reports pertaining to the Call records shall be available to the department through web-portal, however, for fetching the Daily reports from the Telecom Service provider (TSP) System, TSP would require a minimum 24 Hours to display on the Web-portal as this information would require back end activity integration. Would request you to consider the same. | As per RFP. |
| 6 | 21 | SECTION-III | 3.3 TECHNICAL REQUIREMENTS | The selected service provider shall provide basic Toll Free (Non-Dedicated) | How UIDAI is differentiating dedicated and Non-Dedicated toll free. Please specify more details on "Toll free(Non Dedicated)"? | Direct Inward Dialing (DID) provided should have the capability to handle traffic so data Centre no longer had to have dedicated lines or trunk groups as they are called, to handle each telephone number. |
| 7 | General Query | | | | In order to size the Optimized number of PRI's, would request the department to confirm the maximum number of channel's would get occupied on a peak Hour at any given day. | As per RFP. |
| 8 | General Query | SECTION-III | | | Please confirm the maximum "HOLD TIME" in IVRS before attending the call by the Agent. | Maximum Hold Time on IVRS will vary depending upon various factors like, agents scheduling and call volume at a certain point of time. So, maximum hold time on IVRS cannot be defined. |

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| 9 | General Query | SECTION-III | | | DR Set-up readiness : Expected timelines of DR setup for accepting the Calls? | 3-4 months |
| 10 | General Query | SECTION-III | | Existing DC/DR set-up/capability | Please specify the details on the existing Hardware, Configuration and Technical Specification of UIDAI set-up at DC & DR. This information would be required to design the solution interface required and sizing of the PRI's. | <ul style="list-style-type: none"> • Avaya Aura Communication Manager (PBX) • Avaya Call Center Elite (ACD) • Avaya G450 gateways (Telephony gateway) • Avaya Voice Portal (IVR) |
| 11 | General Query (Understanding on Solution & Set-up Capability) | SECTION-III | | | Does the IVR server has capability to accept calls over SIP trunk? If ye, then please specify the availability of licenses in the existing IVR server which can accept the calls over the SIP trunk. | Provision for E1 PRI Only |
| 12 | 10 | SECTION-II | 6.Performance Bank Guarantee | | It is a kind request to mention a specified value for Performance Bank Guarantee as value of the project cannot be assessed through the estimated Minutes of Usage mentioned in the tender as they cannot be treated as a commitment. | Assessed Project value= No. of monthsXcall projections given in Section III of the RFPX Discovered Rate. |