

RFP Number: S-12017/81/2020/NHA

Title:- Request for Proposal (RFP) for “NHA Call Center”

Tender ID : **2024_NHA_810101_1**

Date of Publishing RFP: 05.06.2024

Date of Publishing Corrigendum-1: 26.06.2024

Date of Publishing Corrigendum-2: 09.07.2024

Responses to the pre-bid queries

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
1	Volume I,14,4.1	Scope of Work point 3(b)	The cost related to PRI (inbound and outbound) and related infrastructure (for inbound and outbound), systems etc. shall be borne by the Call Centre Service Provider. All expenses related to outbound calls shall also be borne by Call Centre Service Provider.	Telecom is actually a pass on cost, so request the Department to accept paying Telecom bills as per actuals. Kindly consider.	As per RFP Bidder needs to incorporate the telecom cost in the commercials itself. NHA will only be responsible paying per connected minute as mentioned in the RFP under section 8.1.7 Payment Terms.
2	Volume I,14,4.1	Scope of Work point 3 (c)	The billing of each process shall be separate.	Separate billing for each process(currently process count mentioned as 5) is cumbersome, also	As per RFP under section 4.1 Scope of work

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				the commercial requested is rate per connect minute so request to accept single invoice for all the processes.	
3	Volume I,14,4.1	Key current processes	Bidder to provide resources for each of the NHAs processes mentioned in section 4.2.1.3. Each process shall be headed by a team leader/manager.	We understand that Team Lead / Manager to be deployed considering the ratios mentioned in Pg. 33. Please confirm	As per RFP The human resource requirements and the indicative ratios are provided under the section 4.2.1.3 Human Resource Requirements of the RFP document volume I.
4	Volume I,17,4.1.7	Historical Volume	Historical volumes for different inbound and outbound queues are provided.	Is it the exact number of calls? Can NHA provide us the details of exact call volume after JAN 2024 onwards?	Please refer Annexure 1 of Corrigendum 2 As per RFP under section 4.1.7 Historical Volume Under the historical data, for Inbound total calls offered have been provided while under outbound volumes, total number of records shared to be dialed on have been provided.

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5	Volume I,17,4.1.6	Estimated Volumes (inbound and outbound)	Bidders must be able to scale-up/down its resources (human resources and infrastructure) basis the actual requirements to manage any variations in volumes at no additional cost to NHA.	Is there an estimated percentage increase or decrease in volume is available of the given volume.	As per RFP Under section 4.1.6 Estimated Volumes (inbound and outbound) & 8.1.7 Payment Terms
6	Volume I,18,4.1.7	Historical Volumes	Historical volumes for different inbound and outbound queues are provided as under	Shall we consider the ongoing connect percentage for the outbound process or is there an improvement expected in future for connect percentages	As per RFP under section 4.1.7 Historical Volume Contactability may be considered as 40-50%, bidders may make their own projections regarding the same.

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7	Volume I,18,4.1.7	Historical Volumes	Historical volumes for different inbound and outbound queues are provided as under	Is there an estimated percentage increase or decrease in volume is available of the given volume. Or shall we use the last 1 year volume as the base for creating the sizing for the RFP term	As per RFP Under section 4.1.6 Estimated Volumes (inbound and outbound) & 8.1.7 Payment Terms

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8	Volume I,18,4.1.7	Historical volumes	Historical volumes for different inbound and outbound queues are provided as under	There is very high variation in ABDM outbound data, is there any normalized number that can be considered for ABDM outbound	As per RFP

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9	Volume I, 18, 4.1.7	Historical Volumes	Historical volumes for different inbound and outbound queues are provided as under – Outbound (number of records shared)	<p>1. Operational hours from Outbound shall be 09.00 am - 07.00 pm, Monday to Sunday, please confirm?</p> <p>2. Kindly let us know the Total number of Calling attempts on any Non Contactable Case considering the permissible limit</p> <p>3. While Contactability for PM-JAY is shared, kindly let us know for ABDM as well or shall we consider the same</p> <p>4. Kindly let us know the percentage of follow-up calls on connected calls and AHT of such calls</p>	<p>1. Operational hours for outbound calling can be considered as per TRAI guidelines.</p> <p>2. The redial attempts to be made minimum 3 in number. The follow-up on connected call has to be dealt case to case basis. (under section 4.2.1.1.2 Outbound Call Services.)</p> <p>3. Contactability for ABDM can also be considered as given for PM-JAY.</p> <p>4. There are currently minimal follow ups on the connected calls and the AHT for them remains within the threshold as defined under Operational SLA in RFP document.</p>

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10	Volume I,19,4.1.7	Historical Volumes	Historical volumes for different inbound and outbound queues are provided as under	Are these the volume landed on IVR or handled by agents ? If it's the total calls then kindly let us know the % of calls handled by IVR out of such calls or share the historical volume trend terminated on the IVR	For inbound, these are the volumes landed in queue passing IVR (including calls handled by agents and abandoned in queue). Currently there are no self serve options available on IVR hence all calls are being handled by agents only. For outbound, provided data is wrt total number of records shared with the partner to dial on.
11	Volume I,20,4.2	Detailed scope of work Point No. 4 of Implementation Model-	4. The call center agents/staff shall be required to work from bidder's office at Delhi/NCR as a regular/standard operating model. However, in case, some resource(s) require to operate remotely either at the request of bidder or at NHA's direction (in case of a pandemic etc.), the same shall need to be explicitly approved by NHA for the specific resource(s).	Since the Regional languages are easily available in Kolkata and Bangalore can there any possibility to run from other locations and we have to conclude the transition within 45 days, we would request you to please Either increase the transition days or allow the bidder to run this call center from Multiple locations	Refer Corrigendum-2, To be read as under As per RFP The call center agents/staff shall be required to work from bidder's office at Delhi/NCR as a regular/standard operating model. However, in case, some resource(s) require to operate remotely at NHA's direction (in case of a pandemic etc.), the same shall need to be explicitly approved by NHA for the specific resource(s).

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12	Volume I,20,4.2	Detailed scope of work	3. The calls will be handled by a call center agent in Hindi, English, or any of the language as desired by the caller (as detailed in subsequent section). Based on experience, some of these calls may be automated and handled through Interactive Voice Response (IVR) for which the protocol will be provided as needed by the NHA.	* Kindly share the language wise volume bifurcation for last 3 months for Inbound and Outbound queue wise	<p>Please refer Annexure 2 of Corrigendum 2</p> <p>Language wise volume bifurcation for PM-JAY and ABDM inbound queues have been attached for reference. Similar ratios in terms of language wise volume can be considered for outbound connects (40%-50% of total records) for PM-JAY. ABDM OB majorly operates in Hindi and English. Other Inbound queues - EHCP, Convergence and Covid/Cowin currently operate in Hindi and English.</p>
13	Volume I,20,4.2	Detailed scope of work	However, in case, some resource(s) require to operate remotely either at the request of bidder or at NHA's direction (in case of a pandemic etc.), the same shall need to be explicitly approved by NHA for the specific resource(s).	Please confirm whether we can solution considering a certain percent (20-30%) as WFH	The main or standard approach to solutioning should be based on a work-from-office model, as specified in the RFP Under Section 4.2 Detailed scope of work

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14	Volume I,20,4.2	Detailed scope of work	Based on standard operating procedures (SOP) of NHA the calls may be routed/transferred/forwarded to States/UT's/other agencies/schemes and vice-versa.	We understand that such transfer calls will be billable. Please confirm	As per RFP (under section 8.1.7 Payment Terms) Only Connected minutes will be billable, No other charges like transfer cost etc will be billable to NHA.
15	Volume I,21,4.2	Point No. 13 of Implementation model 4.2 Detailed scope of work	13. The cost related to PRI (inbound and outbound) and related infrastructure (for inbound and outbound), systems etc. shall be borne by the Call Centre Service Provider. All expenses related to outbound calls shall also be borne by Call Centre Service Provider.	We understand that the cost of PRI/ SIP shall be borne by the selected bidder as per actuals and further the cost will be reimbursed by NHA.	As per RFP No such cost will be reimbursed.
16	Volume I,21,4.2	Detailed scope of work > Implementation Model > point 10	Call Centre Service Provider to ensure the business continuity at all times during the contract period.	Can we plan for a blended model with Work from home and work from office to ensure business continuity at all times	The main or standard approach outlined in this RFP is based on an office-based work model.

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17	Volume I,21,4.2	Detailed scope of work > Implementation Model > point 14	It is also clarified that- for all processes inbound/outbound the first point of contact shall preferably be IVRS and other digital technologies as may be proposed by the bidder as part of its solution. However, NHA may specify certain campaigns where no agents-based calling will be required, and the calls shall only be delivered through IVRS and may also specify such campaigns where only agent- based calling may be there. Call Centre Service Provider shall be required to deliver services accordingly.	Can the services where campaigns are non agent based (IVRS etc.) be billed at the same rate as agent campaigns or should we submit a separate rate card for non agent campaigns	As per RFP Section 4.2 detailed scope of work implementation model point 14

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18	Volume I,21,4.2	Detailed scope of work > Implementation Model > point 21	Call Centre also shall have the capabilities to run certain projects, where no agents-based calling will be required, and the calls shall only be delivered through IVRS.	Can the services where campaigns are non agent based (IVRS etc.) be billed at the same rate as agent campaigns or should we submit a separate rate card for non agent campaigns	As per RFP

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19	Volume I,21,4.2	Detailed scope of work	The Call Centre Service Provider shall be required to establish integration with NHA's IT System through APIs.	Please provide Technical Details of the client applications that will integrate with the IVR – Database, Platform & Architecture	The CCSP may be required to intergrate with existing ABDM & PMJAY building blocks including NHCX, UHI or any other platform that may be launched by NHA, through API etc. The more technical details will be shared with the finalized bidder as those will also depend on the technology offering by the vendor.
20	Volume I,21,4.2	Detailed scope of work , point 17	The project shall be for a duration of three years from the date of go-live and further extendable to one more year at the same terms, conditions and rates as stipulated/ discovered under this RFP.	In case of revision of minimum wages by Government, we request the Department to accept price variation in rates.	As per RFP

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21	Volume I,21,4.2	Detailed scope of work	The Call Centre Service Provider shall be required to establish integration with NHA's IT System through APIs.	Kindly let us know the systems that needs to be integrated with CCSP CRM, Calling platform & IVRS	The CCSP may be required to intergrate with existing ABDM & PMJAY building blocks including NHCX, UHI or any other platform that may be launched by NHA, through API etc. The more technical details will be shared with the finalized bidder as those will also depend on the technology offering by the vendor.
22	Volume I,21,4.2	Detailed scope of work	Call Centre also shall have the capabilities to run certain projects, where no agents-based calling will be required, and the calls shall only be delivered through IVRS.	Kindly let us know the type of calls managed by IVRS and % of such calls from Outbound & Inbound currently in the historical volumes	Currently, for inbound queues, IVRS does not exclusively manage calls because self-service options are not activated on the IVR system; instead, caller queries are handled by a call center executive. Moreover, no outbound campaigns based solely on IVRS have been conducted to date. Therefore, historical volume data included in the RFP does not reflect these activities. However, these services can be introduced in the future as needed.

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23	Volume I,22,4.2.1.1	Business Services	It is envisaged that all processes shall have different dedicated Toll-free/Short code numbers.	Our understanding is that pre-paid Toll free/Short code numbers & lines will be provided by NHA. Please clarify.	As per RFP - "The Inbound telephony costs (meter-able - Costs related to Toll-Free Number) related to Toll-Free Number (service provider shall be selected by NHA) shall be borne by NHA and all other cost/expense are to be borne by CCSP."
24	Volume I,22,4.2	Detailed scope of work	CCSP shall also have the provision of tracking attendance for agents through bio-metric/face-auth in office premises	Please confirm whether this is a mandate as our systems are integrated i.e. basis the login hours captured by the calling platform the attendance system is recorded	As per RFP

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25	Volume I,22,4.2	4.2 Detailed scope of work	Feedback shall be taken through IVRS for 100% inbound calls	Can such calls be billed on IVRS billing	As per RFP There is no separate billing for capturing feedback through IVRS.

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26	Volume 1,23,4.2.1.2	4.2.1.2 Infrastructure and Technology	1. The Call Centre Service Provider shall provide Call Centre services on an outsourced model. Cost of the entire necessary infrastructure such as IVRS, Software, Application, Dialer, CRM, Office, space, workstation, softphone, PRIs, headsets, connectivity etc. shall be borne by the Call Centre Service Provider.	Please share the dummy link or the flow of CRM to understand the exact requirement or Cost involved.	As per RFP The detailed specification of the CRM software are mentioned in RFP document under section 4.2.1.2.3 Customer Relationship Management (CRM) and Software Solution with the help of which cost evaluation can be made by the bidder itself through the service providers available in the market. More details in terms of types of dispositions and sub-dispositions can be shared with the finalized bidder.

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27	Volume I,23,4.2.1.1.2	4.2.1.1.2 Outbound call services	Note- 1. The Call Centre Service Provider shall provide inbound and outbound voice call services in all the regional languages (including Hindi and English).	To understand the requirement of regional resources required, please share the language wise call volume bifurcation for Inbound and Outbound.	<p>Please refer Annexure 2 of Corrigendum 2</p> <p>Language wise volume bifurcation for PM-JAY and ABDM inbound queues have been attached for reference. Similar ratios in terms of language wise volume can be considered for outbound connects (40%-50% of total records) for PM-JAY. ABDM OB majorly operates in Hindi and English. Other Inbound queues - EHCP, Convergence and Covid/Cowin currently operate in Hindi and English.</p>

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28	Volume I,23,4.2.1 .1.2	Scope of Work, Note point 1	Note- 1. The Call Centre Service Provider shall provide inbound and outbound voice call services in all the regional languages (including Hindi and English).	Please share the language wise call volume bifurcation for Inbound and Outbound to assess regional language manpower.	Please refer Annexure 2 of Corrigendum 2 Language wise volume bifurcation for PM-JAY and ABDM inbound queues have been attached for reference. Similar ratios in terms of language wise volume can be considered for outbound connects (40%-50% of total records) for PM-JAY. ABDM OB majorly operates in Hindi and English. Other Inbound queues - EHCP, Convergence and Covid/Cowin currently operate in Hindi and English.
29	Volume I,24,4.2.1 .2	e-Mails process	The selected service provider shall handle emails process.	Kindly share the expected volume and AHT for the email process	As per RFP Currently emails are being handled by the resources at NHA itself.

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30	Volume I,24,4.2.1 .2.1	Business Continuity Plan	The Service Provider must provide a comprehensive Business Continuity Plan (BCP) to ensure the continuity of services in the event of a disruption. The BCP should detail the steps to be taken before, during, and after an event to maintain the availability of services and support the recovery process.	Can we plan for a blended model with Work from home and work from office to ensure business continuity at all times	As per RFP The main or standard approach outlined in this RFP is based on an office-based work model. Remote work from home may only be implemented as an exception for any specific resource/s or under the Business Continuity Plan (BCP) with approval from NHA, in case of any such necessity.
31	Volume I,24,4.2.1 .2.1	Business Continuity Plan	Multiple sites in the same location (Delhi/NCR), different geographical location in India.	As part of BCP please confirm whether the BAU operations can be split between two locations - One in Delhi/NCR and other basis vendor choice in any geography	As per RFP BAU operations to be run from Delhi/NCR only. Other site in different location can be used when it is actually required as a part of BCP basis NHA approval.
32	Volume I,24,4.2.1 .2	Infrastructure and Technology	The Call Centre Service Provider shall be responsible for procurement and deployment of the routers (primary and secondary) DR site. The Call Centre Service Provider shall be responsible for maintenance of the routers placed in DR site.	Let us know for what purpose router is required? Is it required to connect delivery location to NHA DC and DR or it is required for internet links?	It depends upon the solution provided by Call Center Service Provider. As per solution offering.

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33	Volume I,24,4.2.1.2	Infrastructure and Technology	The Call Centre Service Provider shall provide the required space, infrastructure, etc. in its premises to install Media Gateway for outbound dialling	We understand if calling platform is going to be provided by service provider then media gateway will also come under their scope. Let us know if NHA is planning to deploy media gateway for any specific purpose.	As per RFP It will be owned by CCSP itself and no cost will be borne by NHA for the same.
34	Volume I,24,4.2.1.2.1	Business Continuity Plan	4. Recovery Time Objective (RTO) and Recovery Point Objective (RPO): The Service Provider must adhere to the defined RTO and RPO. They must ensure that the services can be restored within the agreed-upon RTO and that the maximum tolerable data loss does not exceed the defined RPO.	Please share the expected RTO and RPO for the solution	Refer Corrigendum-2, To be read as under Recovery Time Objective (RTO) and Recovery Point Objective (RPO): The Service Provider must adhere to the defined RTO (4 hours) and RPO (2 hours). They must ensure that the services can be restored within the agreed-upon RTO and that the maximum tolerable data loss does not exceed the defined RPO.

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35	Volume I,25,4.2.1.2.2	Intelligent IVRS Solution	The Call Centre Service Provider shall devise such IVRS which provides options to callers and shall itself solve certain problems/queries of the callers without being re-directing the call to the agents.	Please provide detailed Inbound and outbound IVR call flow required for this opportunity.	As per RFP Modalities will be finalized with the selected bidder.
36	Volume I,25,4.2.1.2.2	Intelligent IVRS Solution	IVRS must provide multi-lingual language selection option to the caller (beneficiary/various stakeholders) and all the pursuant information as provided in the IVRS shall be in the language selected by the caller.	Please specify languages that need to be supported in IVR.	Hindi, English, Kannada, Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali, Odia, Punjabi, Assamese, Nagamese and to further scale-up as required.
37	Volume I,25,4.2.1.2.1	Business Continuity Plan , point 6	Multiple sites in the same location (Delhi/NCR) / Geographical spread of agents in different locations with enablement of training/cross training of resources on inbound/outbound processes is necessary depending on the need under BCP.	We suggest for DR site to be in different Geographical location, to avoid disruption of services in case of any contingency.	As per RFP DR site can be in different geographical location which is covered in the point mentioned under section 4.2.1.2.1 Business Continuity Plan.

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38	Volume 1,25,4.2.1 .2.2	Intelligent IVRS Solution , point 2	IVRS must provide multi-lingual language selection option to the caller (beneficiary/various stakeholders) and all the pursuant information as provided in the IVRS shall be in the language selected by the caller.	Please specify the regional languages required for IVRS	Regional languages - Kannada, Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali, Odia, Punjabi, Assamese, Nagamese and to further scale-up as required.
39	Volume 1,25,4.2.1 .2.2	Intelligent IVRS Solution	1. IVRS must have features of 'key press input' and 'speech to text'.	We assume that 'Speech to Text' functionality is required only for English and Hindi languages only. Kindly confirm	The functionality needs to be available in all languages specified in the RFP.

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40	Volume I,25,4.2.1 .2.2	Intelligent IVRS Solution	3. NHA envisages the use of IVRS system to not just act as merely a filter options but also to act as conversational, informative and transactional based system for the callers. The objective of IVRS is to enable human like interactions of the system with the caller to solve most of their queries through IVR systems which possibly includes automation/integration with any other application as per the requirement. The Call Centre Service Provider shall devise such IVRS which provides options to callers and shall itself solve certain problems/queries of the callers without being re-directing the call to the agents. The overall objective is to make an intelligent IVRS system which attends to queries of the callers and make outbound calls to the various stakeholders	Kindly share what other systems with which the IVR would have to be integrated?	As per RFP Integration may be required with any application of NHA which might help in resolving certain queries from the the callers on IVR itself and minimizing agent intervention. For e.g. eligibility status of the caller or to communicate the method of identifying the eligibility under the scheme, locating any nearby empanelled hospital etc.

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41	Volume I,25,4.2.1 .2.2	Intelligent IVRS Solution	3. NHA envisages the use of IVRS system to not just act as merely a filter options but also to act as conversational, informative and transactional based system for the callers. The objective of IVRS is to enable human like interactions of the system with the caller to solve most of their queries through IVR systems which possibly includes automation/integration with any other application as per the requirement. The Call Centre Service Provider shall devise such IVRS which provides options to callers and shall itself solve certain problems/queries of the callers without being re-directing the call to the agents. The overall objective is to make an intelligent IVRS system which attends to queries of the callers and make outbound calls to the various stakeholders	Kindly confirm the number of languages to be played on IVR?	As per RFP Hindi, English, Kannada, Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali, Odia, Punjabi, Assamese, Nagamese and to further scale-up as required.

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42	Volume I,25,4.2.1 .2.2	Intelligent IVRS Solution	3. NHA envisages the use of IVRS system to not just act as merely a filter options but also to act as conversational, informative and transactional based system for the callers. The objective of IVRS is to enable human like interactions of the system with the caller to solve most of their queries through IVR systems which possibly includes automation/integration with any other application as per the requirement. The Call Centre Service Provider shall devise such IVRS which provides options to callers and shall itself solve certain problems/queries of the callers without being re-directing the call to the agents. The overall objective is to make an intelligent IVRS system which attends to queries of the callers and make outbound calls to the various stakeholders	Would NHA wants a Cloud based solution only, on an on premise solution is also acceptable?	As per RFP under section 5.6 Consortium and Sub-Contracting Software solution (COTS) proposed by bidder for the mentioned components ONLY. i. IVRS technology ii. Cloud Telephony iii. CRM

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43	Volume 1,26,4.2.1.2.3	Customer Relationship Management (CRM) and Software Solution	The Call Centre Service Provider shall provision for a CRM and Software solution for the NHA call center	Please share CRM flow	<p>As per RFP</p> <p>The detailed specification of the CRM software are mentioned in RFP document under section 4.2.1.2.3 Customer Relationship Management (CRM) and Software Solution with the help of which cost evaluation can be made by the bidder itself through the service providers available in the market. More details in terms of types of dispositions and sub-dispositions will be shared with the finalized bidder.</p>
44	Volume 1,26,4.2.1.2.3	Customer Relationship Management (CRM) and Software Solution-	6. It should enable geo-location facility which automatically identifies the caller by location.	Is this a mandatory facility, since this functionality is dependent on the Telecom operator sharing any location specific information	As per RFP

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45	Volume I,28,4.2.1.2.3	Customer Relationship Management (CRM) and Software Solution-	24. The CCSP shall be required to integrate its CRM and/or other tools with the helpdesk tool provisioned by NHA or its authorized Agencies such as MSP, CSP etc. at no additional cost.	We assume that NHA would provide the required API along with documentation for the integrations that needs to be done with their systems. Kindly confirm	As per RFP NHA IT team will provide the required support for API integration.
46	Volume I,29,4.2.1.2.3	Table point no. 29 of 4.2.1.2.3 Customer Relationship Management (CRM) and Software Solution-	29. It should be noted that the software should be capable of meeting any other demand by NHA that is not clearly listed in the above scope of work relating to CRM & software solution. For example, adding any L1 Omni channel assistance such as chats, automation emails, social media help, and so on.	Please share the volume of Emails and Social media.	As per RFP Currently no email/chat/social media volume is being catered to through CCSP.

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47	Volume I,29,4.2.1.3	Human Resource Requirements	The Call Centre Service Provider to deploy adequately skilled and trained human resources for answering calls, to provide a consistent and high-quality experience	Kindly provide the number of seats required for the project.	As per RFP Queue-wise month on month historical volume trends have been provided in the document basis which projections can be made from planning perspective. Rest Forecast will also be shared by NHA for every month, 45 days in advance as mentioned in RFP.
48	Volume I,29,4.2.1.3	Human Resource Requirements	Additionally, two (2) resources (Senior Executives) need to be provisioned for delivering the scope of work related to emails. The cost of these two resources needs to be built into the commercial rates quoted by the bidder as part of its commercial bid and will not be paid separately. The deployment of these resources at NHA or CCSP's site shall be as decided by NHA.	Is there any additional cost will be paid by NHA for the emails. Kindly provide the 2 seats allocation at bidder location (Complete set up (System, monitor etc or only seating arrangement) - NHA persons.	As per RFP No additional cost will be paid for the email resources by NHA.

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49	Volume I,29,4.2.1.3	Human Resource Requirements	1. Additionally, two (2) resources (Senior Executives) need to be provisioned for delivering the scope of work related to emails. The cost of these two resources needs to be built into the commercial rates	<p>1. We understand that the Email operations will be 09.00 am - 06.00 pm, Monday to Saturday considering deployment of 2 resources, is the understanding correct?</p> <p>2. As clarified during the prebid meeting that these resources will be based out of NHA office, please let us know the infra requirements from vendor</p>	<p>1. Yes, the understanding is correct that the Email operations will be 09.00 am - 06.00 pm, Monday to Saturday.</p> <p>2. Two email resources may either be based at NHA office or at bidder's office as decided by NHA. Vendor provided laptop with applicable policies will be required if the resources are placed at NHA office.</p>
50	Volume I,29,4.2.1.2.3	Customer Relationship Management (CRM) and Software Solution	The CCSP shall also be responsible for integrating the new CRM (one which replaces the CRM provided by CCSP) with the entire call centre ecosystem including the helpdesk tool of NHA's vendors, at no additional cost	<p>Let us know how Helpdesk tool will be accessible at delivery location? Is it internet based application?</p>	<p>Access to Helpdesk tool will be provided to the CCSP by NHA and it will be internet based application.</p>

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
51	Volume I,29,4.2.1 .2.3	Customer Relationship Management (CRM) and Software Solution-	28. CCSP to implement all CRM changes/customizations as needed, for example, after the launch of any new process or in the case of any changes/updates required for an existing campaign.	Request you to kindly confirm how many man day effort per year should be built in to the commercials	As per RFP The changes will be based on the requirements such addition/deletion/update for any new campaign or existing campaigns accordingly.
52	Volume I,29,4.2.1 .2.3	Customer Relationship Management (CRM) and Software Solution-	29. It should be noted that the software should be capable of meeting any other demand by NHA that is not clearly listed in the above scope of work relating to CRM & software solution. For example, adding any L1 omnichannel assistance such as chats, automation emails, social media help, and so on.	We assume that additional components like chat, social media which are not listed in the scope would be futuristic and cost for the same would not be considered in the current submission. Kindly confirm	The bidder should include these costs in their bid submission, as any integration or updates to application features may be requested by NHA at any point during the contract period.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
53	Volume I, 30, 4.2.1.3	Table point no. 1 4.2.1.3 Human Resource Requirements	<p>Executive</p> <ul style="list-style-type: none"> ● Graduate/Undergraduate (Undergraduate can only be up-to 30% of total Executives and Sr. Executives) ● Ability to speak English and Hindi proficiently and the regional official languages as may be specified by NHA ● Minimum 06 months experience in contact center/BPO operations 	<p>We would request you to please allow some opportunities for freshers candidates, so that we can also get the chance to groom the candidates as per the requirements.</p>	<p>Refer Corrigendum-2, To be read as under</p> <p>Executive</p> <ul style="list-style-type: none"> ● Graduate/Undergraduate (Undergraduate can only be up-to 30% of total agents) ● Ability to speak English and Hindi proficiently and the regional official languages as may be specified by NHA ● Freshers/Experienced in contact center/BPO operations (Freshers can be up-to 30% of the total Executives) <p>Freshers means resource having 0 to 6 months experience whereas experienced means must have minimum 06 months experience in contact center/BPO operations.</p>

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
54	Volume I,30,4.2.1.3	Human resource Requirement	Ability to speak English and Hindi proficiently and the regional official languages as may be specified by NHA	Kindly let us know the versant level to be considered for executives	As per RFP
55	Volume I,30,4.2.1.3	Human Resource Requirements	Minimum 06 months experience in contact center/BPO operations	Please confirm if we can consider some (10-30%) Fresher resources as part of the solution.	<p>Refer Corrigendum-2, To be read as under</p> <p>Executive</p> <ul style="list-style-type: none"> ● Graduate/Undergraduate (Undergraduate can only be up-to 30% of agents) ● Ability to speak English and Hindi proficiently and the regional official languages as may be specified by NHA ● Freshers/Experienced in contact center/BPO operations (Freshers can be up-to 30% of the total Executives and Sr. Executives) <p>Freshers means resource having 0 to 6 months experience whereas experienced means must have minimum 06 months experience in contact center/BPO operations.</p>

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
56	Volume I,32,4.2.1.3	Quality Assurance	One Quality Analyst for every 30 executive/senior executives or part thereof.	As per RFP QA ratio is mentioned 30-1 but considering audit target requirement, QA ratio is not sufficient to meet audit target, what will be final QA ratio?	To achieve the audit targets, the CCSP has the flexibility to adjust the QA/Agent ratio as needed. The ratios mentioned in the document are indicative, and NHA's priority is to meet the audit targets and corresponding SLAs.
57	Volume I,32,4.2.1.3	Human Resource Requirements	Ratio of staff members- Executive and Senior executive shall be in the ratio of 1:1 (no direct reporting)	Kindly let us know the bifurcation of executives and Sr. executives to be considered in the solution	As per RFP
58	Volume I,33,4.2.1.4	Psychometric Tests	1. Call centerservice providers shall be responsible for conducting Psychometric tests at the time of hiring & selection of CCEs. 100% of the hiring of CCEs to be done through the psychometric tests. Scores of the selected CCEs will be shared with NHA and records maintained in HR file.	Please advise if there is any minimum Scoring band/passing score criteria for Psychometric test.	As per RFP It may be decided as per the criteria/standards defined by the professional agencies dealing with such assessments.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
59	Volume I,33,4.2.1.4	Psychometric Tests	1. Call center service provider shall be responsible for conducting Psychometric tests at the time of hiring & selection of CCEs. 100% of the hiring of CCEs to be done through the psychometric tests. Scores of the selected CCEs will be shared with NHA and records maintained in HR file.	Kindly let us know the qualifying score for this test	As per RFP It may be decided as per the criteria/standards defined by the professional agencies dealing with such assessments.
60	Volume I,34,4.2.1.5	Resources Training	5. Mandatory 7 days process training at time of joining.	It is going to be 7 days training for all LOBs and service provider can design the NHT planner as basis on the LOB Training content which are already existing in the current partnership	As per RFP NHT planner created by CCSP can be finalized with the consent of NHA.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
61	Volume I,35,4.2.1.6	Quality Assurance	Monitoring the performance of CCEs and Sr. CCEs on the basis of pre-approved Quality Template reviewing 5% of the total monthly calls done (Inbound + Outbound) by CCE/Sr. CCE Reviewing at-least 50 calls per Ex. and Sr Ex. per month. Reports are to be sent to NHA on a weekly/monthly basis.	We have 2 different requirement in terms of QA audits target i.e. 5% of audit off volume and another 50 audit per agent/month target, which one needs to be considered as final audit target?	Both of the criterias provided (50 calls/agent/month and 5% of total answered/month) needs to be fulfilled as per section 4.2.1.6 Quality Assurance. Minimum of 50 calls per Executive/Sr Executive per month would include regular/BAU audits only and 5% of total answered calls during the month will be including regular/BAU audits and other hygiene audits like - agent disconnection, short calls, IVR transfer compliance, etc.
62	Volume I,35,4.2.1.6	Quality Assurance	Monitoring at-least 15% calls of all Ex./Sr Ex. during on-job training period	OJT calls will be part of the overall 5% audit or separate 15% audits will have to be conducted (This will be 15% number of calls advisor will attend or based on volume, what would be the calculation method?)	Audits made during OJT period for the agents will be the part of 5% overall audit for the month. The requirement of 15% audit during OJT period will be the 15% of number of calls any agent has handled during the phase.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
63	Volume 1,35,4.2.1.5	On-Job Training (OJT)	3. The number of people hired as per process requirements, along with Attrition replacements will be part of the 15 days OJT program. This program ends in final certification of the agent to attend calls independently.	What is the final certification process and what is threshold to clear the training.	As per RFP Quality audit on live calls at the end of OJT period. The threshold to clear the certification would be same as defined under Operational SLA for quality scores.
64	Volume 1,35,4.2.1.6	Quality Assurance	Monitoring at-least 15% calls of all Ex./Sr Ex. during on-job training period	Please confirm will the QE get exception from the BAU audits during the OJT phase as doing BAU + OJT may not feasible considering the targets	As per RFP All audits will be counted whether executed for OJT or Production agents.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
65	Volume 1,35,4.2.1.6	Quality Assurance	Monitoring the performance of CCEs and Sr. CCEs on the basis of pre-approved Quality Template reviewing 5% of the total monthly calls done (Inbound + Outbound) by CCE/Sr. CCE	Expected number of audits is mentioned as 5% of the total monthly call and point 3 says 50 calls/ Ex. and Sr. Ex, need clarity on the exact requirement if 5% of total call or 50 calls/ advisor	Both of the criterias provided (50 calls/agent/month and 5% of total answered/month) needs to be fulfilled as per section 4.2.1.6 Quality Assurance. Minimum of 50 calls per Executive/Sr Executive per month would include regular/BAU audits only and 5% of total answered calls during the month will be including regular/BAU audits and other hygiene audits like - agent disconnection, short calls, IVR transfer compliance, etc.
66	Volume 1,35,4.2.1.5	Training	The number of people hired as per process requirements, along with Attrition replacements will be part of the 15 days OJT program. This program ends in final certification of the agent to attend calls independently.	Kindly confirm whether Final Certification will be Internal or external	As per RFP The final certification will be internal for the CCSP.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
67	Volume I,36,4.2.1.6	Quality Assurance	Reviewing at-least 50 calls per Ex. and Sr Ex. per month. Reports are to be sent to NHA on a weekly/monthly basis.	Is there any bifurcation of Inbound & outbound audit expected - if yes same has to be defined	As per RFP It can be in the proportionate manner depending on an agent is aligned for the period in inbound and outbound campaigns.
68	Volume I,38,4.2.2	Security Requirements for Call Center	The Call Centre Service Provider's facility, infrastructure and ecosystem shall be subjected to the requirements under the information security policy of NHA	Please share the Information Policy of NHA	The information will be shared to the finalised bidder upon request.
69	Volume I,39,4.2.2	Security Requirements for Call Center	Dedicated Network Infrastructure: The Service Provider must establish and maintain a dedicated subnet/network infrastructure for the handling of the NHA's data. This infrastructure must be logically and physically separate from other networks to ensure the integrity and security of the data	Let us know if we can extend internet from our existing ILL (internet) links by doing logical segregation or dedicated ILL links are required with dedicated router and firewall. Please confirm.	NHA expect that the call center application to be deployed in a separate VLAN protected by NHA and service provider security policy. This will be subjected to security audit by NHA. Instead of dedicated ILL , private VPN tunnel may be considered.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
70	Volume I,39,4.2.3	Integration with SMS and e-Mail gateway	Email	We understand NHA will provide Email id which will be used to communicate with customers and that will be integrated to Email management tool. Please confirm. As standard practice we provide mail id to only support users like TL and above. Agents are not provided email id. Let us know if agents are also required with Email id.	Emails are currently being handled at NHA only. No direct emails are sent to beneficiaries/citizens from agent's end hence email Ids for the staff can be managed by the vendor itself as per its policies .
71	Volume I,41,5.6	Consortium and Sub-Contracting Table point no. 2 of 1. Areas of mandatory sub-contracting	2. The said agency must have at least 3 years of experience in the field of testing (psychometric tests) A certificate from the Company Secretary of the sub-contracted agency stating the criteria	Since most of the OEMs or contractors have recently developed Psychometric tests and only few are there who are having 3 years of experience, therefore we would request you to please consider 1 year of experience for the sub-contracted agency.	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
72	Volume I,41,5.6	Instructions to Bidders 2. Areas of optional sub-contracting: of 5.6 Consortium and Sub-Contracting	2. Areas of optional sub-contracting: a. Software solution (COTS) proposed by bidder for the below components ONLY- i. IVRS technology ii. Cloud Telephony iii. CRM	Do the cloud is the mandatory solution to be provided?	As per RFP section 5.6 Consortium and Sub-Contracting Software solution (COTS) proposed by bidder for the below components ONLY. i. IVRS technology ii. Cloud Telephony iii. CRM
73	Volume I,41,5.6	Consortium and Sub-Contracting	The said agency must have at least 3 years of experience in the field of testing (psychometric tests)	Please remove the clause of " experience in the field of testing (psychometric tests) "	As per RFP
74	Volume I,41,5.6	Consortium and Sub-Contracting	Cloud Telephony	Let us know if it is mandatory to propose cloud telephony or can propose On-premise telephony as well. Please confirm.	As per RFP Cloud based solution as mentioned in RFP under section 5.6 Consortium and Sub-Contracting.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
75	Volume I,41,5.6	Consortium and Sub-Contracting	Bidder to mandatorily sub-contract a reputable and specialized agency to deliver scope of work specified in section 4.2.1.4 (psychometric tests).	Please confirm whether this clause of mandatory subcontracting can be relaxed as we engage with multiple vendors for psychometric test considering their availability, suitability & cost as and when required	As per RFP
76	Volume I,41,5.6	5.6 Consortium and Sub-Contracting	Bidding as a consortium is not allowed for implementation of any component under the scope of this project.	Kindly allow subcontracting for specialized manpower services also along with other subcontracting areas mentioned in RFP	As per RFP
77	Volume I,43,5.8	Authorized Signatory and Authentication of Bids	The power of attorneys/board resolution of the Bidder must be submitted along with the pre-qualification proposal.	Can we submit the Letter of Authorisation which has company Secretary's signature along with the Company Board resolution? Letter of Authorization Authorizes the representative to sign the Bid documents on behalf of our company.	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
78	Volume I,49,6.4	Bid submission format	Bid submission format	We understand that Bid Security Declaration and Integrity Pact are the only documents that needs to be submitted in hardcopy at NHA office. Please confirm	Yes, Bid Security Declaration and Integrity Pact needs to be submitted in hardcopy at NHA office, on or before end date of the bid submission date (as per CPPP)
79	Volume I,51,6.4	Bid submission format	As part of the bid, bidder should provide one (1) copy of the Pre-qualification bid, and the Technical bid in soft copy (both bids in MS word format and pdf format). In case of any discrepancy, the pdf version shall prevail over the MS word version (The soft copies- PDF to be uploaded in *.rar extension files on CPP portal)	Word document will be converted to PDF document and uploaded. Please let us know whether we will have to upload two copies	As CPPP allows at your end. Upload both bids in MS word format and PDF format, In case of any discrepancy, the pdf version shall prevail over the MS word version (The soft copies- PDF to be uploaded in *.rar extension files)
80	Volume I,54,7.2.1	Pre-Qualification Criteria	Auditor shall mean the Statutory Auditor of a company/ bidder.	Request to accept Chartered Accountant/Audit or certificate as well.	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
81	Volume I,55,7.2.1	Eligibility Criteria 4 Financial Stability	<u>The Bidder should be a profitable organization (i.e. Profit After Tax (PAT) > 0), in the last 3 financial years i.e. FY 2020- 21, 2021-22 and 2022-23</u>	<p>The Bidder should be a profitable organization (i.e. Profit After Tax (PAT) > 0), in the last 3 financial years i.e. FY 2020-21, 2021-22 and 2022-23 (can include 2023-24 till now.,</p> <p>As financial year is completed, we can submit audited results for 9 months and provisional no's for Q4)</p>	no change. audited document and results are widely available for the period i.e. FY 2020-21, 2021-22 and 2022-23 to all entities.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
82	Volume I,55,7.2.1	Pre-Qualification Criteria Table point no. 5 Financial Stability	The Bidder should have average annual turnover of ₹ 100 crores from call center voice operations in each of the last three financial years (Financial years FY 2020-21, 2021-22 and 2022-23)	<p>As per clause 2 of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance it is clarified that for all public procurement, the central ministries/departments have to ensure Prior turnover is relaxed to Sartups.</p> <p>Enclosed is GOI circular for your reference in the email.</p> <p>We would request you to please Exempt this clause for startup companies.</p>	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
83	Volume 1,55,7.2.1	Pre-Qualification Criteria	<u>The Bidder should have a positive net worth, in the last 3 FY 2020-21, 2021-22 and 2022-23.</u>	It is to be noted that as there was COVID period in the financial year 2020-21, so kindly consider for positive net worth, from FY 2021-22 onwards.	As per RFP
84	Volume 1,55,7.2.1	Pre-Qualification Criteria	<u>The Bidder should have minimum annual turnover of ₹ 100 crores from call center voice operations in each of the last three financial years (Financial years FY 2020-21, 2021-22 and 2022-23)</u>	As per Ministry of Finance - Relaxation of Norms for Startups Medium Enterprises in Public Procurement regarding Prior Experience - Prior Turnover criteria (Circular attached herewith for your reference).	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
85	Volume I,55,7.2.1	Eligibility Criteria	b) Assurance to deploy at least 5 resources, on NHA call center, in each of the vernacular official languages(within 21 days of such request by NHA) viz. - Kannada, Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali, Odia, Punjabi, Assamese, Nagamese and to further scale-up as required.	Kindly allow us for relaxation as per the orders of Ministry of Finance as we are registered in MSME – Small Category.	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
86	Volume I,55,7.2.1	Pre-Qualification Criteria	The Bidder should have minimum annual turnover of ₹ 100 crores from call center voice operations in each of the last three financial years (Financial years FY 2020-21, 2021-22 and 2022-23)	Request you to please change this clause as - The Bidder should have minimum annual turnover of ₹40 crores from call center voice operations in each of the last three financial years (Financial years FY 2020-21, 2021-22 and 2022-23) - Through this minimum of 4 to 5 more highly recommended partners, who are already delivering Call center project for more than 100 Crores value will also be qualified and further lead to healthy competition and help department in finding the right competitive pricing for the project. Also, Consider all the bid in Government segment, usually the turnover demanded by them is even less than 50% of the	Refer Corrigendum-2, To be read as under The Bidder should have minimum average annual turnover of ₹ 75 crores from call center voice operations in last three financial years (Financial years FY 2020-21, 2021-22 and 2022-23)

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
				<p>project like UPPCL Call Cetner Project - against Project value of 300 Crore turnover demanded is 40 Crores, BPCL - against project value of 60 Crores, Turnover demanded is 7 Crores and TB helpline against project value of 60 Crores, Turnover demanded is hardly 40 Crores. Considering above example we request you to kindly relax the clause as requested above.</p>	
87	Volume 1,55,7.2.1	Pre-Qualification Criteria	The Bidder should have a positive net worth, in the last 3 FY 2020-21, 2021-22 and 2022-23. - Statutory auditor certificate of Bidder specifying the net worth for the specified year	Request to confirm if the CA certificate showcasing the positive network in the last 3 FY is acceptable. It will be cross signed by the Company Authorised Signatory	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
88	Volume I,55,7.2.1	Pre-Qualification Criteria	The Bidder should be a profitable organization (i.e. Profit After Tax (PAT) > 0), in the last 3 financial years i.e. FY 2020-21, 2021-22 and 2022-23 - Copy of the annual audited financial statements (AFS). AFS copy should have Auditor's Name, Certificate of Practice No. and signature on the statements (Balance sheet/ P & L etc.).	Request to confirm if the CA certificate showcasing the Profit After Tax in the last 3 FY is acceptable. It will be cross signed by the Company Authorised Signatory	As per RFP
89	Volume I,55,7.2.1	Pre-Qualification Criteria	The Bidder should have average annual turnover of ₹ 100 crores from call center voice operations in each of the last three financial years (Financial years FY 2020-21, 2021-22 and 2022-23) - Statutory auditor's certificate of the Bidder clearly specifying the turnover (from voice operations) from the stated criteria ONLY for the specified years.	Request to confirm if the CA certificate showcasing the Profit After Tax in the last 3 FY is acceptable. It will be cross signed by the Company Authorised Signatory	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
90	Volume I,55,7.2.1	Pre-Qualification Criteria	The Bidder should have minimum annual turnover of ₹ 100 crores from call center voice operations in each of the last three financial years (Financial years FY 2020-21, 2021-22 and 2022-23)	Please amend this clause as minimum annaul turnover Rs. 40 Cr. , instead of Rs. 100 Cr.	Refer Corrigendum-2, To be read as under The Bidder should have minimum average annual turnover of ₹ 75 crores from call center voice operations in last three financial years (Financial years FY 2020-21, 2021-22 and 2022-23)

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
91	Volume I,55,7.2.1	Pre-Qualification Criteria point 5	The Bidder should have average annual turnover of ₹ 100 crores from call center voice operations in each of the last three financial years (Financial years FY 2020-21, 2021-22 and 2022-23)	<p>To increase competitiveness among bidders & to give fair chance to all bidders, we request for criteria to be modified as below:</p> <p>"The Bidder should have average annual turnover of ₹ 100 crores from call center voice operations in last three financial years (Financial years FY 2020-21, 2021-22 and 2022-23) & average annual turnover of ₹ 100 crores from call center voice operations in any two of the last three financial years (Financial years FY 2020-21, 2021-22 and 2022-23)"</p> <p>OR</p> <p>"The Bidder should have average annual turnover of ₹ 100 crores from call center voice operations in last three financial</p>	<p>Refer Corrigendum-2, To be read as under</p> <p>The Bidder should have minimum average annual turnover of ₹ 75 crores from call center voice operations in last three financial years (Financial years FY 2020-21, 2021-22 and 2022-23)</p>

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
				<p>years (Financial years FY 2021-22, 2022-23 and 2023-24)". Bidder to submit provisional balance sheet for FY 2023-2024.</p>	

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
92	Volume I,55,7.2.1	Pre-Qualification Criteria	The Bidder should be a profitable organization (i.e. Profit After Tax (PAT) > 0), in the last 3 financial years i.e. FY 2020-21, 2021-22 and 2022-23	Request you to relax this criteria considering the pandemic phase during these financial years. Kindly consider anyone of the below options 1. Bidder should be a profitable organization (i.e. Profit After Tax (PAT) > 0), in at least 3 years out of last 5 years 2. Bidder should be a profitable organization (i.e. Profit After Tax (PAT) > 0), in at least two years out of last 3 years	As per RFP
93	Volume I,55,7.2.1	7.2.1 Pre-Qualification Criteria	d. The bidder or its wholly owned subsidiary providing BPO/Call Centre services or the parent company of whom the bidder is a wholly owned subsidiary providing BPO/Call Centre services, must have registered itself with Department of Telecommunication (DoT) as call Centre - d. Copy of valid DOT certificate for the proposed sites by the bidder.	As per chapter 2, point 1 of the latest OSP guideline document No 18-8/2020-CS-I (Pt.) dated 23-Jun-21, published by the Department of Telecom, such certificate/ License/ Registration is no longer required	Refer corrigendum

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
94	Volume I,55,7.2.1	7.2.1 Pre-Qualification Criteria	The Bidder should have a positive net worth, in the last 3 FY 2020-21, 2021-22 and 2022-23. - Statutory auditor certificate of Bidder specifying the net worth for the specified year (as per the definition of net-worth specified in the RFP).	Please accept Chartered Accountant Certificate	As per RFP
95	Volume I,55,7.2.1	7.2.1 Pre-Qualification Criteria	The Bidder should be a profitable organization (i.e. Profit After Tax (PAT) > 0), in the last 3 financial years i.e. FY 2020-21, 2021-22 and 2022-23. Copy of the annual audited financial statements (AFS). AFS copy should have Auditor's Name, Certificate of Practice No. and signature on the statements (Balance sheet/ P & L etc.).	Please accept AFS Copy with Auditor's name, Firm's registration number and Partner's membership number	As per RFP
96	Volume I,55,7.2.1	7.2.1 Pre-Qualification Criteria	The Bidder should have minimum annual turnover of ₹ 100 crores from call center voice operations in each of the last three financial years (Financial years FY 2020-21, 2021-22 and 2022-23) Statutory auditor's certificate of the Bidder clearly specifying the turnover (from voice operations) from the stated criteria ONLY for the specified years.	Please accept Chartered Accountant Certificate	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
97	Volume I, 56, 7.2.1	Pre-Qualification Criteria Table Point No. 6 - a) Human Resource Strength and Capability	The bidder must have at least - Demonstrated capability of serving customers in Hindi, English and in (9 to 13) multi-lingual official languages (should have delivered at least 10 projects)	<p>As per clause 2 of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance it is clarified that for all public procurement, the central ministries/departments have to ensure Prior Experience is relaxed to Sartups. Enclosed is GOI circular for your reference in the email.</p> <p>We would request you to please Exempt this clause for startup companies.</p> <p>OR</p> <p>We would request you to please limit this clause upto 5 projects since there are major clients who refrains to provide any kind of</p>	<p>Refer Corrigendum-2, To be read as under</p> <p>The bidder must have at least - Demonstrated capability of serving customers in Hindi, English and in (9 to 13) multi-lingual official languages (should have delivered at least 5 projects)</p>

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
				<p>certification/ declaration on their letterhead.</p> <p>OR</p> <p>We would request you to please allow C.A certificate to fulfill this clause.</p>	

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
98	Volume I,56,7.2.1	Pre-Qualification Criteria	a) The bidder must have at least- Demonstrated capability of serving customers in Hindi, English and in (9 to 13) multi-lingual official languages (should have delivered at least 10 projects)	Kindly allow us for relaxation as per the orders of Ministry of Finance as we are registered in MSME – Small Category.	Refer Corrigendum-2, To be read as under The bidder must have at least - Demonstrated capability of serving customers in Hindi, English and in (9 to 13) multi-lingual official languages (should have delivered at least 5 projects)

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
99	Volume I,56,7.2.1	Pre-Qualification Criteria	The bidder must have at least demonstrated capability of serving customers in Hindi, English and in (9 to 13) multi-lingual official languages(should have delivered at least 10 projects) Certificate from the bidders Authorized Signatory confirming the same verbatim	Please help to change this clause as - The bidder must have at least demonstrated capability of serving customers in Hindi, English and in (9 to 13) multi-lingual official languages(should have delivered at least 3 projects from government institutes or large enterprises) Purchase/Work Order copy from the bidders Authorized Signatory confirming the same verbatim. For showcasing Experience even 1 project is sufficient. Asking 10 Such project, will limit the participation. It is our humble request to please help to accept our Plea accordingly.	Refer Corrigendum-2, To be read as under The bidder must have at least - Demonstrated capability of serving customers in Hindi, English and in (9 to 13) multi-lingual official languages (should have delivered at least 5 projects)

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
100	Volume I,56,7.2.1	Pre-Qualification Criteria	Assurance to deploy at least 5 resources, on NHA call center, in each of the vernacular official languages(within 21 days of such request by NHA) viz. - Kannada, Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali, Odia, Punjabi, Assamese, Nagamese and to further scale-up as required.	Assurance to deploy at least 5 resources, on NHA call center, in each of the vernacular official languages(within 30 days of such request by NHA) viz. - Kannada, Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali, Odia, Punjabi, Assamese, Nagamese and to further scale-up as required.	As per RFP
101	Volume I,56,7.2.1.7	Pre-Qualification Criteria > Human Resource Strength and Capability	The bidder to provide an undertaking that the IVRS system developed/provided by them has a per day capacity of delivering and managing >= 1,00,000,00 (1 crore) number of IVRS Blast Calls (Occasional Campaign base requirement specific to a scheme). These IVRS Blast calls are automated and pre-recorded in nature and do not require a human intervention	Will the IVR blast be billed separately at a different rate, or shall that be a part of overall price	As per RFP It will come under no agent campaign and hence will be billed as per clause 9.4.2 Form Commercial2: Commercial bid format

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
102	Volume I,56,7.2.1.6	Pre-Qualification Criteria > Human Resource Strength and Capability	Assurance to deploy at least 5 resources, on NHA call center, in each of the vernacular official languages(within 21 days of such request by NHA) viz. - Kannada, Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali, Odia, Punjabi, Assamese, Nagamese and to further scale-up as required.	<p>- Will the vernacular resource requirement depend on the volume for the language or the minimum count of 5 has to be honored at all times.</p> <p>- Also, can we have vernacular resources working from home</p>	As per RFP section 5.6 Consortium and Sub-Contracting The CCSP must ensure deployment of a minimum of 5 vernacular resources at all times, while additional staffing can be adjusted according to call volume.
103	Volume I,56,7.2.1	Pre-Qualification Criteria point 6(a)	Demonstrated capability of serving customers in Hindi, English and in (9 to 13) multi-lingual official languages (should have delivered at least 10 projects)	<p>To increase competitiveness among bidders & to give fair chance to all bidders, we request for criteria to be modified as below:</p> <p>"Demonstrated capability of serving customers in Hindi, English and in (9 to 13) multi-lingual official languages (should have delivered at least 5 projects)"</p>	<p>Refer Corrigendum-2, To be read as under</p> <p>The bidder must have at least - Demonstrated capability of serving customers in Hindi, English and in (9 to 13) multi-lingual official languages (should have delivered at least 5 projects)</p>

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
104	Volume I,56,7.2.1	Pre-Qualification Criteria point 8	The Bidder should have the following valid Certification as on date of submission of the proposal: ● ISO 27001-2013	Request to accept latest version of ISO 27001-2013 which is ISO 27001:2022.	As per RFP The Bidder should have the following valid Certification as on date of submission of the proposal: ● ISO 27001-2013 (upto latest version)
105	Volume I,56,7.2.1	Pre-Qualification Criteria Human Resource Strength and Capability	The bidder must have at least Demonstrated capability of serving customers in Hindi, English and in (9 to 13) multi-lingual official languages (should have delivered at least 10 projects)	Kindly waive off serving customers in (9 to 13) multi-lingual official languages have delivered at least 10 projects or reduced it to 2-3 projects	Refer Corrigendum-2, To be read as under The bidder must have at least - Demonstrated capability of serving customers in Hindi, English and in (9 to 13) multi-lingual official languages (should have delivered at least 5 projects)

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
106	Volume I, 58, 7.2.2.1.1	7.2.2 Technical Evaluation Criteria 7.2.2.1.1 Bidders Experience	<p>The Bidder experience in Voice based call center for inbound/outbound calls in India in any of the last 3 financial years (i.e. FY 2020-21, 2021-22 and 2022-23)</p> <p>Marks distribution as per the number of project citations: >=4 citations = 25 Marks 3 citations = 20 Marks 2 citations = 16 Marks</p> <p>Additional marks- One additional mark for every one additional (besides Hindi and English) vernacular official language delivered as part of scope of the respective citation (Subject to maximum 5 marks). It is clarified that citation must include delivery in English and Hindi besides vernacular official languages. The documentary proof must indicate clearly about the list of official languages delivered as part of scope of citation.</p> <p>Documents Required: Citation as per sub-section 9.3.2 (Form Tech 2: Bidders experience format) of Annexure III (Technical Proposal Format) and; AND Copy of work order/client certificate/contract copy/client project completion certificate specifying the</p>	<p>Since most of the clients refrain to provide any kind of declaration on their letter head, we would request you to please consider self declaration from bidders authorized Signatory or certificate from C.A confirming list of languages in each project.</p>	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
			<p>project details and value. In case of an on-going project phased completion certificate (provided by client) should be submitted. AND</p> <p>In case of an on-going project phased completion certificate (provided by client) should be submitted AND</p> <p>A certificate from the Key Managerial Personnel of the bidder stating the criteria and the project value.</p> <p>Note- NHA reserves the right to conduct a client confirmation on the citation submitted by the bidder. The bidder is required to specify client's contact details in the format (section 9.3.2 (Form Tech2: Bidder's Experience Format), annexure-III (Technical Proposal Format))</p>		

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
107	Volume I,58,7.2.2 .1.1	Criteria Details	<p>The Bidder experience in Voice based call center for inbound/outbound calls in India in any of the last 3 financial years (i.e. FY 2020-21, 2021-22 and 2022-23) Marks distribution as per the number of project citations: >=4 citations = 25 Marks 3 citations = 20 Marks 2 citations =16 Marks Additional marks- One additional mark for every one additional (besides Hindi and English) vernacular official language delivered as part of scope of the respective citation (Subject to maximum 5 marks). It is clarified that citation must include delivery in English and Hindi besides vernacular official languages. The documentary proof must indicate clearly about the list of official languages delivered as part of scope of citation.</p>	<p>Request you to please help to change this clause as - The Bidder experience in Voice based call center for inbound/outbound calls in India in any of the last 3 financial years (i.e. FY 2020-21, 2021-22 and 2022-23) with minimum of 200+ agents Marks distribution as per the number of project citations: >=4 citations = 25 Marks 3 citations = 20 Marks 2 citations =16 Marks Additional marks- One additional mark for every one additional (besides Hindi and English) vernacular official language delivered as part of scope of the respective citation (Subject to maximum 5 marks). It is clarified that citation must include delivery in English and Hindi besides vernacular</p>	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
				<p>official languages. The documentary proof must indicate clearly about the list of official languages delivered as part of scope of citation.</p>	

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
108	Volume I, 58, 7.2.2.1.1	Bidders Experience	<p>The Bidder experience in Voice based call center for inbound/outbound calls in India in any of the last 3 financial years (i.e. FY 2020-21, 2021-22 and 2022-23)</p> <p>Marks distribution as per the number of project citations: >=4 citations = 25 Marks 3 citations = 20 Marks 2 citations = 16 Marks</p> <p>Additional marks- One additional mark for every one additional (besides Hindi and English) vernacular official language delivered as part of scope of the respective citation (Subject to maximum 5 marks). It is clarified that citation must include delivery in English and Hindi besides vernacular official languages. The documentary proof must indicate clearly about the list of official languages delivered as part of scope of citation.</p> <p>Documents Required: Citation as per sub-section 9.3.2 (Form Tech 2: Bidders experience format) of Annexure III (Technical Proposal Format) and; AND Copy of work order/client certificate/contract copy/client project completion certificate specifying the project details and value. In</p>	<p>Since most of the clients refrain from providing client certificate citing legal & confidentiality reasons so we request you to consider self declaration from bidders authorized Signatory or CA certificate confirming list of languages in each project.</p>	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
			<p>case of an on-going project phased completion certificate (provided by client) should be submitted. AND In case of an on-going project phased completion certificate (provided by client) should be submitted AND A certificate from the Key Managerial Personnel of the bidder stating the criteria and the project value. Note- NHA reserves the right to conduct a client confirmation on the citation submitted by the bidder. The bidder is required to specify client's contact details in the format (section 9.3.2 (Form Tech2: Bidder's Experience Format), annexure-III (Technical Proposal Format))</p>		

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
109	Volume I, 60, 7.2.2	Technical Evaluation Criteria	Bidder is required to submit a project plan and resource plan basis the per shift basis (bidder can assume 3-4 shift per day) and number of resources proposed to be available for this project along with team skill ratio as specified in this RFP.	Bidder is required to submit a project plan and resource plan basis the per shift basis (bidder can assume 3-4 shift per day) (Please Specify the timings of the shift) and number of resources proposed to be available for this project along with team skill ratio as specified in this RFP.	As per RFP Shifts can be planned by the CCSP considering volume and hours of operations (24*7)
110	Volume I, 61, 7.2.1	7.2.2.1.3 Proposed Solution, Approach and Methodology	The bidders are required to submit a write-up and deliver presentation on their proposed solution including approach and methodology. The bidder may also include previous works/citations to demonstrate their capabilities. The presentation shall be held for 30 minutes including Q & A session. Given the current scenario the presentations may be held through electronic modes, the details of which shall be shared with the bidders.	Since the presentation is of 40 Marks, we would request you to please share the bifurcation of marking for each parameter in the presentation. This will help us preparing short and robust presentation.	Please refer Annexure 3 of Corrigendum 2 under section 7.2.2.1.3 The bifurcation of 40 marks has been provided for the write-up and presentation purpose as requested.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
111	Volume I,61,7.2.2	Technical Evaluation Criteria	Number of agents employed by bidder in delivering call center voice operations as on 31-03-2023 number of in-bound contact center seats operational at the bidder's premises in India as on 31-03-2023 Document required Score 1 2000 or more >=500 Certificate from the HR head	Request you to please Change this Clause as – Number of agents employed by bidder in delivering call center voice operations as on 31-03-2024 number of in-bound contact center seats operational at the bidder's premises in India as on 31-03-2024 Document required Score 1 2000 or more >=500 PF Account proof document	As per RFP
112	Volume I,62,7.2.2.1.3	Proposed Solution, Approach and Methodology	The bidders are required to submit a write-up and deliver presentation on their proposed solution including approach and methodology.	Please share point wise weightage/bifurcation of scores(40 marks) for solution, approach & methodology for clarity.	Please refer Annexure 3 of Corrigendum 2 The bifurcation of 40 marks has been provided for the write-up and presentation purpose as requested.
113	Volume I,64,8.1.7	Payment Terms	. The Call Centre Service Provider shall be paid for the connected calls ONLY for both Inbound & Outbound. Not reachable and not connected calls shall not be paid for.	We understand that the dialing mode (predictive, progressive etc.) for Outbound can be decided by partner. Please confirm	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
114	Volume I,65,8.1.7	8.1.7 Payment Terms	8.1.7 Payment Terms	Since inbound and outbound are being billed on PCM (Per connect minute) model please confirm how do the Email and social media queries will be billed?	No email and social media queries will be separately billed. Allocation of 2 resources at NHA office to be built in while doing the commercials. These resources will be utilized for these activities and may operate from NHA office.
115	Volume I,65,8.1.7	Payment Terms	Payment Terms	Inbound and outbound processes are being billed on PCM (Per connect minute) model so please confirm billing process of Email and social media queries.	No email and social media queries will be separately billed. Allocation of 2 resources at NHA office to be built in while doing the commercials. These resources will be utilized for these activities and may operate from NHA office.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
116	Volume 1,65,8.1.7	Payment Terms	The payment/invoicing shall be done on a monthly basis upon submission of invoice by the Call Centre Service Provider to NHA.	We understand that payment will be made within 30 days post submission of required invoices. Please confirm	Refer Corrigendum-2, To be read as under The payment/invoicing shall be done on a monthly basis upon submission of invoice by the Call Centre Service Provider to NHA post which payment will be made within 60 days. CCSP to ensure submission of different invoices for different processes (refer section 4.1 of this volume of the RFP) and shall be billed separately. SLA will be calculated separately for each process.
117	Volume 1,67,8.1.7	Payment Terms	Greater than or equal to 75% or less than or equal to 125% - ALL SLAs will be calculated on Actuals.	Industry standard on minimum guarantee is in a range of 85-90%. Please confirm whether this can be amended	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
118	Volume 1,67,8.1.7	Payment Terms	<p>PROJECTIONS for Inbound (on 45 days rolling basis) - Provided by NHA</p> <p>b. Variance % with reference to projections- “A variance of $\pm 25\%$ is expected from the projected volume, ranging from 75% (Lower Limit) to 125% (Upper Limit) of the projected volume and the service provider should be equipped to handle the same. However, if the variance is more than $\pm 25\%$ of the projected volume, NHA will compensate the service provider as detailed below: -</p>	<p>* As per industry standards we would propose variance of $\pm 10\%$ of projected volume, ranging from 90% (Lower Limit) to 110% (Upper Limit) of the projected volume for the service provider should be equipped to handle the same. However, if the variance is more than $\pm 10\%$ of the projected volume, NHA to compensate the service provider, please confirm?</p>	As per RFP
119	Volume 1,69,8.1.7	Payment Terms	<p>d. ALL SLAs will be calculated on Actuals. Greater than 125% waiver on below listed SLAs will be granted to the service provider as per the conditions detailed below: -</p>	<p>* As per industry standards we would propose blue day where in the call offered > projected by 110% and waiver on applicable SLA for the day, please confirm?</p>	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
120	Volume I,71,8.1.8	Table Point No. 1 of ONE TIME SERVICE LEVELS	<p>1. On-boarding of all resources and Commencement of services:</p> <p>* Within 15 calendar days from the date of signing the contract between the Purchaser and the Call Centre Service Provider - NIL Penalty</p> <p>* Delay of every 5 days from 15th day of the date of signing the contract between the Purchaser and the Call Centre Service Provider - 1% of the invoice value</p>	<p>1. As per our understanding the successful bidder has to start hiring of the resources within 15 calendar days from the date of signing the contract and make the complete process go-live within 45 calendar days from the date of signing the contract. Please confirm our understanding is correct?</p>	<p>As per RFP The understanding is correct.</p>
121	Volume I,71,8.1.8	Table Point No. 2 of ONE TIME SERVICE LEVELS	<p>2. Attending training of master trainer at NHA:</p> <p>* Attendance < 100% - ₹ 5,000 per resource absent</p>	<p>Since there may be personal/ medical exigency or any natural incident due to which we may not force anyone to be present for work. Hence we would request you to please exempt this clause from the SLA or put some capping on the absentees.</p>	<p>Refer Corrigendum-2, To be read as under Attending training of master trainer at NHA:</p> <p>Measurement Criteria - 100% attendance (excluding any medical exigency or any unavoidable circumstances for which the vendor needs to provide replacement of the resource immediately)</p>

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
122	Volume 1,71,8.1.8	Service Levels	Attending training of master trainer at NHA - ₹ 5,000 per resource being absent	How would medical and critical emergency cases be dealt under this clause?	Refer Corrigendum-2, To be read as under Attending training of master trainer at NHA: Measurement Criteria - 100% attendance (excluding any medical exigency or any unavoidable circumstances for which the vendor needs to provide replacement of the resource immediately)
123	Volume 1,72,8.1.8	Table Point No. 6 of ONE TIME SERVICE LEVELS	6. Final submission of training module & test process: * Within 10 calendar days (including the 10th day) from the date of suggestions received from NHA. - Nil * 10 calendar days (including the 10th day) from the date of suggestions received from NHA - 1% of the invoice value for every day of delay	Since the understanding of training content is required, We would request you to please close this SLA on the mutual discretion between Successful Bidder and the NHA.	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
124	Volume I,72,8.1.8	Table Point No. 6 of ONE TIME SERVICE LEVELS	7. Go-live of the call center - Within 45 days of commencement of services: * Delay of every 1 day up to 10th day beyond which NHA may choose to terminate the contract - ₹ 30,000 per day of delay	Since this will be a transition of more than 150 resources, including infrastructure, training, complete technology. This will be bit difficult for the new hire resources to maintain the same quality as per the expectations of the client, therefore we would request you to please add beta period of 3 months post Go-Live, This will help the successful bidder to make their resources enough tenure to maintain the quality and save the successful bidder from the huge penalties.	As per RFP
125	Volume I,74,8.1.8	Service Levels	Average Handle Time (AHT)	Is there any capping on billable AHT for inbound or outbound	As per RFP There is no capping on AHT as such whereas the penalty grid is provided against different SLAs applicable while missing the thresholds/targets.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
126	Volume 1,74,8.1.8	Service Levels	Average Handle Time (AHT)	Shall we consider the ongoing AHT for sizing creation or shall we bake in any optimization due to digital deflections	Current trends can be used for headcount sizing, which mostly fall within defined thresholds (under section 8.1.8 Service Levels)
127	Volume 1,74,8.1.8	Operational Service Level	Caller's Satisfaction : Inbound and outbound voice calls. Applicable to both on agents and IVRS	NHA to share performance calculation methodology / formula for this parameter	As per RFP Formula to calculate the performance against the metrics is already provided under Operational Service Levels (Section 8.1.8 Service Levels)
128	Volume 1,77,8.1.8	Service Levels	₹ 1000 per e-mail.; For every count of incorrect reply of e-mail	Considering the learning curve, request you to exclude newly hired resources for a period of 30 - 45 days while calculating this penalty	As per RFP
129	Volume 1,77,8.1.8	Operational Service Level	First Time Resolution (FTR) This refers to the percentage of calls/e-mails resolved at first line, without the need for escalation to other support groups. The Call Centre Service Provider's agent is expected to resolve the issue or answer the question during the first contact.	How would NHA calculate the FTR performance, if the required resolution is not available in system, backend dependency, Technical Glitch, application outage etc. ?	As per RFP Out of scope factors will be excluded from the FTR calculations to ensure fair assesment of the performance

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
130	Volume I,78,8.1.8	Service Levels	<p>Quality of Service (QoS)</p> <p>Quality of service (QoS) is the overall performance of the Call Centre, particularly the performance experienced by the caller. This refers to the calls audited by NHA Quality Analyst.</p> <p>Formulae Call quality audit score is a method of scoring Ex/Sr. Ex's calls against predefined</p>	<p>Need clarity on the sampling approach for external audits (NHA)</p> <ul style="list-style-type: none"> - advisor wise - lob wise - language wise etc. 	<p>The sampling approach will be agent wise, LOB wise primarily. More details can be provided with selected bidder.</p>
131	Volume I,78,8.1.8	Service Levels	<p>In-Accuracy of complaint logging by Ex./Sr Ex/Agents</p>	<p>How is the In-Accuracy of complaint going to be calculated - Is it basis the sample audit done by NHA team or there is any separate audit going to be done for arriving at this score or basis BAU compliance</p>	<p>In-accuracy of complaints will be measured by sample audits done by vendor quality team. The NHA quality team has the authority to audit vendor-handled calls related to queries, requests, and complaints at any time, and to assess them against the Quality of Service (QoS) SLA outlined in the RFP.</p>

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
132	Volume 1,78,8.1.8	Operational Service Level	Quality of Service (QoS) Quality of service (QoS) is the overall performance of the Call Centre, particularly the performance experienced by the caller. This refers to the calls audited by NHA Quality Analyst	NHA to share performance calculation methodology / formula for this parameter	<p>Call quality scores would be basis evaluation done by internal audit team of vendor and QoS would be basis score achieved on audits done by NHA quality team. Major indicators that will be measured under QoS are -</p> <ol style="list-style-type: none"> 1) Standardization (following script, adherence to protocols - Hold, Unhold, Call transfer to IVR for feedback etc.) 2) Beneficiary Service skills (majorly the soft skills part) 3) Query/Complaint Resolution 4) Documentation of the interaction <p>Detailed parameter wise scoring will be discussed the selected bidder.</p>

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
133	Volume I,79,8.1.8	14. Average wrap time of Operational Service Levels	14. Average wrap time - * Target - <=5 seconds (Penalty - NIL) * >5 seconds but <=10 seconds (Penalty - 2% of invoice value)	Please confirm, do the agent has to wrap the call by writing manual remarks in the CRM or only tagging is to be done by the agent to before wrapping the call. If Manual Writing has to be done by the agents then we would request you to please eliminate this clause from the service levels.	As per RFP The agent must conclude the call by entering manual remarks into the CRM system, along with selecting the appropriate disposition type and subtype based on the scenario, all while engaging with the caller in real time.
134	Volume I,80,8.1.8	Service Levels	Within 15 days of request by NHA/as per work order issued by NHA	Kindly specify the count of resources expected within 15 days	As per RFP The number of resources to be onboarded will be determined based on the specific requirements, taking into account the factors such as lead time for hiring and other relevant considerations, through discussions between the NHA and Vendor teams.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
135	Volume 1,98,9.4.2	Form Commercial2: Commercial bid format	<p>The payments pertaining to component A i.e. IVRS with 'key press' and 'speech to text input' (Rate per connect minute) shall be applicable only if-</p> <p>a. The query of the caller is answered by the IVRS and the caller has pressed 'No' to speak to the agent i.e. query is answered by the IVRS AND</p> <p>b. For campaign where no agents are required the amount will be paid on the connected minutes (with the caller or called party) executed by IVRS</p>	<p>1. Considering caller behavior, incase the callers disconnects the call on the IVRS post resolving the query and doesn't wait for the option wherein Option "No" needs to be pressed. We understand such calls will be paid. Please confirm.</p> <p>2. Going by the understanding given in point 'a', Kindly confirm how would the Speech To Text calls be billed where there is agent transfer happening after Speech to Text?</p> <p>Request if a meeting / call can be scheduled to explain the commercial model</p>	<p>1. As per RFP</p> <p>2. Where there is transfer to agent is included, billing will be basis the regular method i.e on discovered rate (component C) for the connected minutes between agent and caller/called party.</p>

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
136	Volume I,106,9.7	9.7 Annexure VII: IT Security Requirements Right to Audit	9.7 Annexure VII: IT Security Requirements Right to Audit: 8. Right to Audit : NHA or its nominated agencies shall have the right to audit and inspect bidder's suppliers, agents and third party facilities (if any), data centers, documents, records, procedures and systems relating to the provision under this RFP, but only to the extent related to the scope of work stated in the RFP, as shall be reasonably necessary to verify	We suggest to provide prior notice of minimum 7 working days	As per RFP
137	Volume I,106,9.7	Annexure VII: IT Security Requirements	6. Selected bidders shall ensure that they have informed NHA prior 24 hours of any resource having access to NHA environment is leaving the project or Selected bidder organization	what will be the procedure if an employee goes absconding for reasons like - better opportunity, medical / personal reasons etc.? Without intimating his respective supervisor.	"Every employee should sign a Non-Disclosure Agreement (NDA). In the event of absconding, the employer must terminate the employee and take necessary actions, such as withholding a relieving letter or blacklisting the employee."
138	Volume I,-,4.2.1.6	Quality Assurance	General	Is there any expectation of supervisor login (Team Leads, Trainers and QE's) and any audit count expectation for them.	As per RFP It may be decided by the CCSP.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
139	Volume I, - ,4.2.1.6	Quality Assurance	General	If there is any additional requirement of additional ADHOC audits, scenario based audits, service assurance audits, hygiene based etc.	Refer to section clause 4.2.1.6 Quality Assurance, quality audit supposed to include scenario based audits, service assurance audits, hygiene based etc. if vendor wants adhoc audit it will at discretion of vendor.
140	Volume I, 75 & 79, 8.1.8	Service Levels	Call Quality Score Quality of Service (QoS)	Kindly elaborate on the difference between these two SLA parameters. Whether calls/ transactions will be evaluated by different parties	Call quality scores would basis evaluation done by internal audit team of vendor and QoS would be basis score achieved on audits done by NHA quality team.
141	Volume I, General, General	General	General	Please confirm who is currently managing psychometric tests for NHA Call Center?	The current Call Centre vendor is responsible for administering the psychometric tests for the personnel deployed at the NHA Call Centre.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
142	Volume II,16,1.9.2	Contractual and Legal Specifications	<p>1.9.2 TERMINATION FOR CONVENIENCE</p> <p>i. The Purchaser may at any time terminate the Contract for any reason by giving the Service Provider a notice of termination that refers to this clause.</p> <p>ii. Upon receipt of the notice of termination under this clause, the Service Provider shall either as soon as reasonably practical or upon the date specified in the notice of termination:</p> <p>a. deliver to the Purchaser the parts of the System executed by the Service Provider up to the date of termination;</p> <p>b. to the extent legally..cond..</p>	<p>We suggest to give Termination for convenience clause to be mutual in nature as mentioned below: Either Party may terminate this Agreement at will & without assigning any reason upon giving not less than 90 days prior written notice to the other Party..</p>	<p>As per RFP</p>

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
143	Volume II,17,1.1	Contractual and Legal Specifications - Indemnity	1.10.1. Service Provider (the "Indemnifying Party") undertakes to indemnify, hold harmless the Purchaser (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") caused/claimed to/from NHA due to any act and/or omission leading to breach of obligations of Service Provider under the agreement or on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or lack of due care or non-performance under the Agreement .	We suggest Indemnity clause to be mutual	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
144	Volume II, 24, 1.24	Contractual and Legal Specifications - Limitation of Liability	1.24 Limitation of Liability: Notwithstanding anything contrary contained in this RFP/Agreement, Service Provider's total liability shall be limited to the contract Value mentioned in all the SOWs/Work Orders entered between NHA and the Service Provider till the date on which such liability arises.	<p>We suggest to replace the "Service Provider's total liability shall be limited to the contract Value mentioned in all the SOWs/Work Orders" with the following stated below:</p> <p>Notwithstanding anything contained in this Agreement, Ques 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.</p>	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
145	Volume II, 28, 1.3	Contractual and Legal Specifications - Adherence to Rules & Regulations: Point NO. B	b. The Service Provider shall comply with the provisions of all laws including employment and labor laws, rules, regulations and notifications issued there under from time to time (such as minimum wages Act, Payment Wages Act, EPF Act, ESI, shop and establishment act and contract labor act etc.) All safety and labor laws enforced by statutory agencies and by Purchaser shall be applicable in the performance of this Contract and the Service Provider shall abide by these laws and agrees to provide the relevant proof of compliance as and when demanded by Purchaser subject to relevant Scope of Work. Subject to Clause 1.10, At no point in time shall Purchaser be held liable for any claims relating to such issues.	Considering the minimum wages, Please confirm under which category (Un Skilled, Semi Skilled, Skilled) NHA is looking agents shall be made payments.	As per RFP
146	Volume II,,	Exit Clause	No Exit Clause in the RFP	We propose to have an Exit clause in the RFP	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
147	General	General	General	Since discussed during the pre-bid meeting, the minimum guarantee for the call volume will be the 75% of the forecast calls of the month, Please confirm.	As per RFP under Section 8.1.7 Payment Terms The minimum guarantee for the call volume will be the 75% of the forecast shared for the month..
148	General	Joint Venture	-	We kindly request that participation in the tender process be permitted with a Joint venture partner.	As per RFP
149	General	Call volume	-	Is there any Minimum Assurance for inbound calls in a day?	Monthly historical call volumes has already been provided in the RFP. Additionally the minimum assurance for the call volume is 75% of the inbound projections shared by NHA for any month not on day basis.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
150	General	Toll Free per minute charges (inbound)	-	Who will borne the cost – NHA or the service provider?	As per RFP The Inbound telephony costs (meter-able - Costs related to Toll-Free Number) related to Toll-Free Number (service provider shall be selected by NHA) shall be borne by NHA and all other cost/expense are to be borne by CCSP.
151	General	General		Please suggest if any need for CCSP to provide internet connection at delivery center to access client applications.	Accessing the required client applications will be necessary at vendor site.
152	General	General		Kindly provide the current user split & delivery locations of current Genesys On-Premise platform? Also provide detailed user count split and their respective delivery locations for new proposed CC solution?	As per the RFP, the operational model is work from office (Delhi/NCR) through vendor provided cloud based solution. The user count will vary depending on the call volumes. Section 4.1.6 Estimated Volumes (inbound and outbound) of RFP volume-1 may be referred to derive user count.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
153	General	General		Kindly confirm the license model expected i.e. Named or Concurrent?	There is no specific preference.
154	General	General		Provide details of Telco Vendor providing voice services to Genesys On-Premise platform and confirm if Number Porting is required or not?	Information not relevant. Number porting is not required.
155	General	General		Kindly confirm the details of existing network architecture?	It will be shared to finalised bidder, if required
156	General	General		Kindly confirm if SSO integration with Active Directory platform is required and provide details of the same? Also provide details of identity management solution (If any) being used for authentication?	SSO with ADS /ADFS/LDAP is not required. NHA is using IDAM.
157	General	General		As this requirement is for India Domestic calling, please confirm if WFH is required?	As per RFP under section 4.2 Detailed scope of work, the main or standard approach outlined in this RFP is based on an office-based work model.

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
158	General	General		No. of IVRs calflows and Call Queues expected with proposed contact center platform?	Details of different processes and queues are provided in the RFP under "Scope of Work" section
159	General	General		Current IVR Call Flows are simple or Complex & if complex then kindly share the IVR Callflow details that needs to be considered?	Requirement related to IVRS may be referred from RFP under section "4.2.1.2.2 Intelligent IVRS solutions"
160	General	General		Kindly confirm which all CRM applications and other application if any is integrated with existing platform? Also confirm if these all applications are accessible over Public Internet?	Vendor needs to submit his approach no need to share current information
161	General	General		Kindly confirm details of the CRM applications that needs to be integrated with new proposed CC solution?	CCSP provided CRM is currently being used. The requirements related to intergration of CRM with other NHA application may be referred under section "4.2.1.2.3 Customer Relationship Management (CRM) and Software Solution"

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
162	General	General		Kindly confirm the type of integration expected with CRM applications i.e., API based or iFrame embedded integration? Also share the Use Cases?	Type of integration will be through REST API .API will be provided by NHA.
163	General	General		Kindly confirm if priority routing for VIP customers on IVR is required?	No priority routing for VIP customers on IVR is required
164	General	General		Are you using any Chatbot & Voice bot presently? If yes, do you want that to be integrated with the proposed solution OR expectation is to create new Bot and use the new bot feature?	At present, there are no Chatbots/Voicebots in use at the Call Centre. For detailed requirement under this ongoing RFP, Please refer the specifications provided under provided under section "4.2.1.2.3 Customer Relationship Management (CRM) and Software Solution"

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
165	General	General		Kindly confirm if integration with Social Media is required, please provide details of all channels that needs to be supported? E.g. Facebook, Twitter, WhatsApp, etc.	Currently, there is no intergration of Social media with the Call Centre solution. For detailed requirement under this ongoing RFP, Please refer the specifications provided under provided under section "4.2.1.2.3 Customer Relationship Management (CRM) and Software Solution"
166	General	General		Please confirm if Individual/Group Voicemail needs to be configured?	As per RFP

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
167	General	General		<p>For Recordings, kindly confirm if it is only Voice recording or Voice with Screen recording for all users? Also confirm the retention period expected?</p>	<p>It is voice recording that is in place for all users currently. The retention period for the call recordings is 3 months (90 days) as mentioned in the RFP.</p> <p>For detailed requirement under this ongoing RFP, Please refer the specifications provided under section "4.2.1.2.3 Customer Relationship Management (CRM) and Software Solution"</p>

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
168	General	General		<p>Details of Post interaction Survey mechanism deployed in existing contact center platform? What are your current and anticipated survey response volumes?</p>	<p>In the present setup, IVRS records caller's feedback on a scale of 1-5 (with 5 being the highest) signifying level of satisfaction of the caller and capturing the survey at the end of each call post caller's consent as mentioned under the section 4.2.1.2.2 Intelligent IVRS Solution in RFP.</p> <p>Please refer Annexure 4 of Corrigendum 2 to see the survey response volumes for last 6 months.</p> <p>For detailed requirement under this ongoing RFP, Please refer the details provided under section "4.2.1.2.2 Intelligent IVRS Solution</p>

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
169	General	General		Kindly confirm if the Business Team has deployed MS Teams application for their employees and confirm if MS Teams integration is in place or not. Also share the Use Case of MS Teams integration?	As per RFP No such requirement of MS Teams is mentioned in RFP
170	General	General		For Outbound Dialing please confirm the type of Outbound dialer mode required?	As per RFP It may be decided by the CCSP itself as NHA focuses on the contactibility.
171	General	General		<ul style="list-style-type: none"> • Details of Customer Systems to be integrated with TCS provided Genesys cloud platform 	As per RFP Integration may be required with any application of NHA which might help in resolving certain queries from the the callers on IVR itself. Details will be shared with the finalized bidder.
172	General	General		<ul style="list-style-type: none"> • How should the post call IVR survey initiated? Is post call IVR survey required? 	Please refer the details provided under section "4.2.1.2.2 Intelligent IVRS Solution"

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
173	General	General		<ul style="list-style-type: none"> Should the agent manually transfer the call to IVR for survey or the call automatically get transferred to the survey IVR post the agent disconnects the call? 	The calls are transferred manually by the agent to IVR for the survey post taking caller's consent.
174	General	General		<ul style="list-style-type: none"> Offer callback to queuing callers while in the IVR or Last spoken Agent or VIP or Location based routing 	Please refer the details provided under section "4.2.1.2.2 Intelligent IVRS Solution"
175	General	General		<ul style="list-style-type: none"> Will customer require access to play back voice files 	Yes. NHA require access to call recordings. Details pertaining to CRM is provided under section "4.2.1.2.3 Customer Relationship Management (CRM) and Software Solution"
176	General	General		<ul style="list-style-type: none"> what is existing CRM Platform used Method of accessing CRM Platform (Thin client, Client/Server, Web Based) 	Web Based

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
177	General	General		<ul style="list-style-type: none"> Is the CRM developed by client IT or customized according to needs of business 	<p>Currently the CRM is being facilitated by the service provider.</p> <p>Details pertaining to CRM is provided under section "4.2.1.2.3 Customer Relationship Management (CRM) and Software Solution"</p>
178	General	General		<ul style="list-style-type: none"> Does process requires integration of CRM with voice process. Ex. Dialer integration, CTI Integration, Call center requirement 	Proposed CRM must have provision for integration with call center software components.
179	General	General		<ul style="list-style-type: none"> Does CTI events capture voice/screen 	Please refer the details provided under section "4.2.1.2.3 Customer Relationship Management (CRM) and Software Solution"
180	General	General		<ul style="list-style-type: none"> How CTI is connected to Data Base (SQL, Apache, etc.) 	Apache, Postgre
181	General	General		<ul style="list-style-type: none"> How is the replication of real time events are captured / published in CTI 	Vendor needs to submit his approach no need to share current information

S. No.	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/clarification
182	General	General		<ul style="list-style-type: none"> Number of Email accounts to be configured 	No direct emails are sent to beneficiaries/citizens from agent's end hence email Ids for the staff can be managed by the vendor itself as per its policies .
183	General	General		<ul style="list-style-type: none"> Email Routing strategy. Like keywords routing, fresh email and reply email routing etc 	There will allocation of 2 resources by the bidder at NHA office who will be managing email work.
184	General	General		<ul style="list-style-type: none"> Do you want to preview emails for cherry picking of Emails 	As per RFP No, there is no such requirement to preview emails selectively in order to choose or pick specific ones.
185	General	General		<ul style="list-style-type: none"> Any integration with Email like creating a new case. 	Please refer the details provided under section "4.2.3 Integration with SMS and e-Mail gateway