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

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Responses to the pre-bid queries

SN o	Volume (I/II), Page No, Section No.	Section Name	Statement as per RFP document	Query by bidder	Response/Clarification
1	Volume I, 7, 2.6	Fact Sheet	Three stage evaluation process comprising of: • Pre-Qualification Evaluation, • Technical Evaluation, and • Commercial Evaluation The selection of the call center service provider shall be based on least cost system i.e. L1 method	Three stage evaluation process comprising of: • Pre-Qualification Evaluation, • Technical Evaluation, and • Commercial Evaluation The selection of the call center service provider shall be based on Quality and Cost Based Selection (QCBS) method, 70:30 ratio (70 for Pre-Qualification & 30 for Commercial)	As per RFP The RFP's evaluation methodology is designed to prioritize cost-effectiveness through the Least Cost System (L1 method). This approach ensures the selection of a service provider offering the most competitive pricing while meeting all technical and pre- qualification requirements.

2	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.
3	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)	<ol style="list-style-type: none"> 1. Operational hours from Outbound shall be 09.00 am - 07.00 pm, Monday to Sunday, please confirm? 2. Kindly let us know the Total number of Calling attempts on any Non Contactable Case considering the permissible limit 3. While Contactability for PM-JAY is shared, kindly let us know for ABDM as well or shall we consider the same 4. Kindly let us know the percentage of follow-up calls on connected calls and AHT of such calls 	<ol style="list-style-type: none"> 1. Operational hours for outbound calling can be considered as per TRAI guidelines. 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.) 3. Contactability for ABDM can also be considered as given for PM-JAY. 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.
4	Volume I, 18, 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.

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5	Volume I, 18, 4.1.7	Historical Volumes	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 August 2024 onwards?	Please refer Annexure 1 & 2 The call volumes mentioned in section 4.1.7, Historical Volumes, represent the total number of inbound calls, including those answered by agents and those abandoned in the queue. For outbound, the figures indicate the number of records provided for dialing.
6	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	Please refer Annexure 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.
7	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	As per RFP 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.
8	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.

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9	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.
10	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	<p>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.</p> <p>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.</p>

11	Volume I, 22, 4.2	Detailed scope of work	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.	Please clarify which specific protocol will be provided by the NHA for handling calls via Interactive Voice Response (IVR).	<p>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 call center executives. In the future, an analysis will be conducted to determine which types of queries can be addressed by the IVRS, depending on factors such as application integration feasibility. Based on the findings, the NHA may propose necessary changes.</p> <p>As this activity is not yet implemented, no data is currently available regarding the percentage of calls handled solely by the IVRS.</p>
12	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
13	Volume I, 22, 4.2	Detailed scope of work	Feedback shall be taken through IVRS for 100% inbound calls	Can such calls be billed on IVRS billing	<p>As per RFP</p> <p>There is no separate billing for capturing feedback through IVRS.</p>

14	Volume I, 22, 4.2	Detailed scope of work	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).	We do not have facility in Delhi, Gurugram and presently limited seats are available in existing Noida center. If required seats are not available at time of confirm the business. Then New facility set-up to be considered which will approx. take ~75 to 90 days' time post LOI issued to vendor for bare shell and 45 to 60 days for plug and play if available.	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. The timelines in terms of commencement of services and Go-Live of the call center have been provided in section 8.1.8 Service Levels under One Time Service Levels.
15	Volume I, 22, 4.2	Detailed scope of work	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).	Once business will be confirmed & MSA will be signed off, what will be time lint/timeframe for facility readiness	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. The timelines in terms of commencement of services and Go-Live of the call center have been provided in section 8.1.8 Service Levels under One Time Service Levels.
16	Volume I, 22, 4.2	Detailed scope of work	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).	Please clarify about regular/standard operating model. What are the requirement/specification for regular/standard operating mode in facility perspective	As per RFP The regular operating model outlined in the RFP requires working from the bidder's office, along with adhering to other requirements specified in the RFP document.

17	Volume I, 22, 4.2	Detailed scope of work	CCSP shall also need to allocate 2 seats for NHA officials in its office premises at no additional cost to NHA.	Will provide required seats, please get confirmation for No additional Seat cost from Finance Team	As per RFP CCSP shall also need to allocate 2 seats for NHA officials in its office premises at no additional cost to NHA.
18	Volume I, 23, 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 the details of the applications that will be integrated with the IVRS. We assume that all the necessary APIs for NHA IT systems will be provided by the NHA.	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. NHA IT team will provide the required support for API integration.
19	Volume I, 23, 4.2.1.2	Infrastructure and Technology	The Call Centre provider shall have an adequate number of PRIs configured required to answering all calls landed under different queues in Inbound and for executing different Outbound campaigns, depending on the volumes.	Looking at the fluctuating frequency of calls we suggest the authorities to Use IP based SIP line connectivity instead of PRI, where the channels can be added as per the requirement of the concurrency without any additional hardware. Also Specify if there is a need for redundancy or backup for PRI/SIP lines	It depends upon the solution provided by Call Center Service Provider. As per solution offering.
20	Volume I, 23, 4.2	Detailed scope of work	The Call Centre shall be operational on all days and at all hours for all helplines unless otherwise approved by NHA.	Required Budget for additional cost for night operation	As per RFP (under section 8.1.7 Payment Terms) & 9.4.2 Form Commercial2: Commercial bid format Only Connected minutes will be billable to NHA. There is no separate budget for any additional cost for night operations.

21	Volume I, 24, 4.2.1.1.1	Inbound call services	Register system-based escalation of complaints/grievances (based on timeframe for resolution/ nature of grievance/ automatic escalation based on escalation matrix) and record their closure/resolution in the national portal.	We assume for integration with the National Portal all the necessary APIs will be provided by NHA.	As per RFP The details and login for national portal application will be provided by NHA and any API intergration related activity will be supported by NHA IT team.
22	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.
23	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.
24	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.
25	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	As per RFP The required details around expected RTO and RPO for the solution is already provided under section 4.2.1.2.1 Business Continuity Plan point # 4 RTO and RPO.

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26	Volume I, 24, 4.2.1.1.1	Inbound call services	g. Bidder to ensure inbound operations to be 24 x 7 or as approved by NHA for different helplines.	* What is the call distribution pattern half hourly interval wise and day wise [from day 1 to day 30]? Please provide details for last 03 months.	Please refer Annexure 3 Hourly Call arrival pattern for the PM-JAY Inbound queue has been added for reference from last 3 months.
27	Volume I, 24, 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 and a system-generated report needs be shared around the same as and when required by NHA.	Require Capex Budget for bio-metric/face-auth & Opex Budget for one additional dedicated manpower for tracking attendance & Generating attendance reports	As per RFP Only Connected minutes will be billable to NHA. There is no additional budget for the requirement related to attendance tracking/reporting.
28	Volume I, 25, 4.2.1.2.2	Intelligent IVRS Solution	IVRS must have features of 'key press input' and 'speech to text'.	Please specify the approx volume of calls which is to be resolved through IVRS and volume of Call which shall be Routed to agents. These inputs will help the bidders to formulate the optimized BoQ and Solution Sizing, which would further help in providing the authorities with the most cost effective solution.	Currently, for inbound queues, IVRS does not exclusively manage calls because self-service options are not enabled on the IVR system; instead, caller queries are handled by all center executives. Moreover, no outbound campaigns based solely on IVRS have been conducted to date. Therefore, there is no historical data/trends are available at present to share in regards to the same. However, these services can be introduced in the future as needed.

29	Volume I, 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.
30	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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31	Volume I, 25, 4.2.1.2.2	Intelligent IVRS Solution	<p>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</p>	Kindly confirm the number of languages to be played on IVR?	<p>As per RFP</p> <p>Hindi, English, Kannada, Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali, Odia, Punjabi, Assamese, Nagamese and to further scale-up as required.</p>
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32	Volume I, 25, 4.2.1.2.2	Intelligent IVRS Solution	<p>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</p>	<p>Would NHA wants a Cloud based solution only, on an on premise solution is also acceptable?</p>	<p>As per RFP under section 5.6 Consortium and Sub-Contracting Software solution (COTS) proposed by bidder for the mentioned components ONLYi. IVRS technology ii. Cloud Telephony iii. CRM</p>
33	Volume I, 25, 4.2.1.1.2	Outbound call services	<p>1. The Call Centre Service Provider shall provide inbound and outbound voice call services in all the regional languages (including Hindi and English).</p>	<p>* What is the language wise bifurcation for Outbound LOB? Please share language wise details</p>	<p>Please refer Annexure 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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34	Volume I, 26, 4.2.1.2.2	Intelligent IVRS Solution	IVRS must have features of 'key press input' and 'speech to text'.	Please specify a detailed use case for "Speech to text" in how many and which languages it will be used.	As per RFP The functionality needs to be available in all languages specified in the RFP. The languages currently mentioned in the RFP are - Hindi, English, Kannada, Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali, Odia, Punjabi, Assamese, Nagamese and to further scale-up as required. This feature may be used in the languages as per the requirement.
35	Volume I, 26, 4.2.1.2.3	Customer Relationship Management (CRM) and Software Solution -	It should enable geo-location facility which automatically identifies the caller by location.	We understand that NHA will provide the software needed for geo-location, and as the solution provider, we will integrate it with the call center solution. Kindly validate our understanding.	As per RFP The geo location feature should be provided by the vendor itself through telephony/CRM.
36	Volume I, 26, 4.2.1.2.1	Business Continuity Plan	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.	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	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.
37	Volume I, 26, 4.2.1.2.3	Customer Relationship Management (CRM) and Software	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 The geo location feature should be provided by the vendor itself through telephony/CRM.

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		Solution -			
38	Volume I, 28, 4.2.1.2.3	Customer Relationship Management (CRM) and Software Solution -	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 understand that the Required API's/ connectors and Database access for facilitating such integration will be supported and provided by NHA and Existing helpdesk vendors	As per RFP NHA IT team will provide the required support for API integration, accessing NHA provided helpdesk tool etc.
39	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.
40	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	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? 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	1. Yes, the understanding is correct that the Email operations will be 09.00 am - 06.00 pm, Monday to Saturday. 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.

41	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	Let us know how Helpdesk tool will be accessible at delivery location? Is it internet based application?	Access to Helpdesk tool will be provided to the CCSP by NHA and it will be internet based application.
42	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/updation for any new campaign or existing campaigns accordingly.
43	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.
44	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 It may be decided by CCSP but need to ensure that the executives onboarded are able to meet quality and C-SAT thresholds along with other SLAs defined.

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45	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>As per RFP</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>
46	Volume I, 30, 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.	<p>As per RFP</p> <p>Queuewise 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.</p>

47	Volume I, 30, 4.2.1.3.1	Human Resource Requirements	<p>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.</p>	<p>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.</p>	<p>As per RFP</p> <p>No additional cost will be paid for the email resources by NHA.</p>
48	Volume I, 32, 4.2.1.3	Human Resource Requirements	<p>Ratio of staff members- Executive and Senior executive shall be in the ratio of 1:1 (no direct reporting)</p>	<p>Kindly let us know the bifurcation of executives and Sr. executives to be considered in the solution</p>	<p>As per RFP</p>
49	Volume I, 33, 4.2.1.4	Psychometric Tests	<p>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.</p>	<p>Please advise if there is any minimum Scoring band/passing score criteria for Psychometric test.</p>	<p>As per RFP</p> <p>It may be decided as per the criteria/standards defined by the professional agencies dealing with such assesments.</p>

50	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.
51	Volume I, 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 be feasible considering the targets	As per RFP All audits will be counted whether executed for OJT or Production agents.
52	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	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	As per RFP Both of the criterias provided (50 calls/agent/month and minimum 3% 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 minimum 3% 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.

53	Volume I, 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.
54	Volume I, 35, 4.2.1.5	Training	. An agent should receive sufficient training facilities on NHA Business processes and guidelines, which should include access to appropriate rooms furnished with whiteboards, projectors, and other essential equipment.	Will provide Training rooms with on shared basis whiteboards, projectors, and other essential equipment as per Connect standard	As per RFP Providing training facilities such as classrooms, whiteboards, projectors, and other essentials on a shared basis should not pose any issues, as long as the necessary resources are trained and onboarded on time as per NHA requirements.
55	Volume I, 36, 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, ensuring compliance with the NHA's quality requirements as outlined in the RFP.
56	Volume I, 36, 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.
57	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.

58	Volume 1, 37, 4.2.2	Security Requirements for Call Center	All systems including desktops, laptops, servers, network devices etc. used for providing services shall be hardened as per the industry best practices such as CIS Benchmarks. Only licensed IP phones shall be installed in the Call Centre infrastructure.	Please specify the quantity of the IP Phones.	As per RFP The quantity of IP phones may be evaluated by the vendor depending on the requirements.
59	Volume 1, 37, 4.2.2	Security Requirements for Call Center	Call Centre facility or area used for calling or taking calls from the beneficiary, citizen or any stakeholder shall be restricted with electronic access control and access shall be provided on the need basis and least privilege based on approval.	Will provide Electronic Access control to area use by NHA. Please clarify, required area will be enclosed with partition or will share with other client process	As per RFP It can be a separate area or floor, properly partitioned to meet the security requirements specified in the RFP.
60	Volume 1, 37, 4.2.2	Security Requirements for Call Center	Periodic reconciliation of various access (logical and physical) shall be performed by Call Centre	Please clarify in detail	Periodic reconciliation of access shall be performed to ensure that any changes in roles, responsibilities, or positions are accurately reflected in the system's access controls. This process will also involve identifying and removing unnecessary, expired, or outdated access rights.
61	Volume 1, 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.
62	Volume 1, 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 clarify facility related requirement under the Information Policy of NHA	The information will be shared to the finalised bidder upon request.

63	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.
64	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 .
65	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.
66	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 The RFP allows for the flexibility to either utilize an in-house facility or subcontract relevant agencies to conduct psychometric testing and sentiment analysis

67	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/Sentiment analytics)	Speech analytics is a new technology , request you to consider vendors with 1-2 years of experience as well	As per RFP The RFP provides the flexibility to either use an in-house facility or subcontract to relevant agencies for conducting psychometric testing and sentiment analysis. However, if subcontracting, the selected agency must have a minimum of 3 years of experience, as specified in the RFP.
68	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	As per RFP Please refer the checklist under 9.2.3 Form PQ3: PQ Checklist
69	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)
70	Volume I, 55, 7.2.1.5	Pre-Qualification Criteria	The Bidder should have minimum average annual turnover of ₹ 75 crores from call center operations in last three financial years (Financial years FY 2021-22, 2022-23 and 2023-24)	The Bidder should have minimum average annual turnover of ₹ 75 crores in last three financial years (Financial years FY 2021-22, 2022-23 and 2023-24)	As per RFP The Bidder should have minimum average annual turnover of ₹ 75 crores from call center operations in last three financial years (Financial years FY 2021-22, 2022-23 and 2023-24)

71	Volume I, 55, 7.2.1	Pre-Qualification Criteria, Registered legal entity point 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	We understand that the OEM/Subsidiary providing BPO/Call Center services, should have the Required TEC Certifications as per the Mandate or DOT. Kindly validate	As per RFP The document proof asked against the criteria is mentioned as optional in the RFP. d. Copy of valid DOT certificate for the proposed sites by the bidder (Optional) .
72	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 The Bidder should be a profitable organization (i.e. Profit After Tax (PAT) > 0), in the last 3 financial years i.e. FY 2021-22, 2022- 23 and 2023-24. The criteria applies to the last three financial years: FY 2021-22, FY 2022-23, and FY 2023-24. Consequently, the pandemic period (FY 2020-21) is already excluded, as requested in the query.
73	Volume I, 55, 7.2.1	Pre-Qualification Criteria	The Bidder should have a positive net worth, in the last 3 FY 2021-22, 2022-23 and 2023-24.	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 The Bidder should have a positive net worth, in the last 3 FY 2021-22, 2022-23 and 2023-24. The criteria applies to the last three financial years: FY 2021-22, FY 2022-23, and FY 2023-24. Consequently, the pandemic period (FY 2020-21) is excluded, as requested in the query.

74	Volume I, 55, 7.2.1	Pre-Qualification Criteria	The Bidder should have minimum average annual turnover of ₹ 75 crores from call center operations in last three financial years (Financial years FY 2021-22, 2022-23 and 2023-24)	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
75	Volume I, 56, 7.2.1	Pre-Qualification Criteria, Human Resource Strength and Capability point 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 5 projects)	<p>We acknowledge the authorities' vision of acquiring a robust solution capable of serving all Indian languages. However, it is important to note that most state-level call centers typically operate in only 3-4 languages (English, Hindi, and 1-2 regional languages). National call centers with extensive multilingual capabilities are rare. No single bidder can meet the requirement of 10 projects covering 9-13 official languages using IVR based on speech-to-text and text-to-speech technology.</p> <p>We respectfully request that the authorities amend the clause to: "The Bidder shall have demonstrated capability of serving customers in Hindi, English, and at least four of the required regional languages - Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali, Kannada, Oriya, Punjabi, Assamese, Urdu. The total calls handled in these four regional languages combined should be a minimum of 500 per month." This type of evaluation criterion is</p>	<p>To be read as :</p> <p>The bidder must have demonstrated the capability to serve customers in Hindi, English, and at least 4 additional official or regional languages, with a minimum of 5 successfully completed projects.</p>

(Responses to the pre-bid queries)

				commonly used in large tenders like IRCTC, which operate across PAN India. As documentary evidence, client certificates, dashboards, and HR certificates proving the above can be considered.	
76	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 5 projects)	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

77	Volume I, 59, 7.2.2.1.1	Bidders Experience	Copy of work order/client certificate/contract copy/ client project completion certificate specifying the project details and value	Please confirm if the CA Certificate stating the project values could be submitted along with the suitable work order/contract copy for any client	As per RFP Copy of work order/client certificate/contract copy/ client project completion certificate specifying the project details and value Any of the documents listed in the statement can be provided as proof of documentation.
78	Volume I, 59, 7.2.2.1.1	Bidders Experience	In case of an on-going project phased completion certificate (provided by client) should be submitted	Please confirm weather we can share declaration by CA or an Authorised signatory stating that the project has been live,up and running along with any other details that NHA would like us to get mentioned in the declaration	As per RFP In case of an on-going project phased completion certificate (provided by client) should be submitted.
79	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
80	Volume I, 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	As per RFP 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.
81	Volume I, 66, 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 dialling mode (predictive, progressive etc.) for Outbound can be decided by partner. Please confirm	As per RFP
82	Volume I, 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

(Responses to the pre-bid queries)

83	Volume I, 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
84	Volume I, 67, 8.1.7	Payment Terms	<p>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.</p>	<p>We suggest to have a monthly payment and the payment to be made within 7 days from the date of receipt of invoice by Customer from the bidder. Any delayed payment beyond the stipulated period will attract a penalty of 1.5% per month on the original invoice amount</p>	<p>As per RFP</p> <p>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.</p>
85	Volume I, 68, 8.1.7	Payment Terms	<p>Greater than or equal to 75% or less than or equal to 125% - ALL SLAs will be calculated on Actuals.</p>	<p>Industry standard on minimum guarantee is in a range of 85-90%. Please confirm whether this can be amended</p>	As per RFP

86	Volume I, 68, 8.1.7	Payment Terms	<p>b. Variance % with reference to projections- “A variance of ± 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 ± 25% of the projected volume, NHA will compensate the service provider as detailed below: -</p>	<p>* The mentioned variance of 50% between lower limit and upper limit is huge, would recommend lower limit of 90% and upper limit of 110% as per industry standards, please confirm? * Minimum guarantee shall be applicable on 90% of locked forecast, please confirm? * When the actual volume received is >=110% of projection same shall be considered as exception and no SLAs shall be applicable for the entire day, please confirm?</p>	As per RFP
87	Volume I, 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
88	Volume I, 70, 8.1.8	Service Levels	<p>2. The service levels are divided into two parts viz. One-Time and Operational Service levels. One-Time service levels parameters shown in the table below will be applicable from the date of start of contract till go-live and operational service level parameters shall be applicable from the date of go-live till end of contract. Operational service level parameters shall be applicable after the completion of 30 calendar days from the date of go-live. Any holidays in between the 30 days period will be counted as part of the 30 days</p>	<p>* We would recommend beta period of 90 days as per industry standards, please confirm?</p>	As per RFP

89	Volume I, 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?	As per RFP Measurement Criteria - 100% attendance (excluding any medical exigency or any unavoidable circumstances for which the vendor needs to provide replacement of the resource immediately)
90	Volume I, 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)
91	Volume I, 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
92	Volume I, 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
93	Volume I, 78, 8.1.8	Service Levels	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. Formulae Call quality audit score is a method of scoring Ex/Sr. Ex's calls against predefined	Need clarity on the sampling approach for external audits (NHA) - advisor wise - lob wise - language wise etc.	The sampling approach will be agent wise, LOB wise primarily. More details can be provided with selected bidder.

94	Volume I, 78, 8.1.8	Service Levels	In-Accuracy of complaint logging by Ex./Sr Ex/Agents	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	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.
95	Volume I, 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	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. Major indicators that will be measured under QoS are - 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 Detailed parameter wise scoring will be discussed the selected bidder.
96	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.

97	Volume I, 86, 9.2.3	Table Point No. 14 of 9.2.3 Form PQ3: PQ Checklist	The Bidder should have minimum average annual turnover of ₹ 75 crores from call center operations in last three financial years (Financial years FY 2021-22, 2022-23 and 2023-24)	<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 and prior experience is relaxed to Sartups. Enclosed is GOI circular for your reference.</p> <p>We would request you to please Exempt this clause for startup companies.</p>	As per RFP
98	Volume I, 97, 9.4.2	Form Commercial2: Commercial bid format	IVRS with 'key press' and 'Speech to text input'	Request you to please explain ; as we understand that IVR is not in place currently	<p>As per RFP</p> <p>IVR is already in place but there is no self serve facility enabled as of now and hence calls are answered by the agents only. For all such calls either Inbound or Outbound, billing is based on component "C" depending on the connected minutes/handled time with agents.</p> <p>The payment pertaining to component A will only be applicable for any IVRS based campaigns (Inbound/Outbound) where there remains no agent intervention at all.</p>

99	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>
100	Volume 1, 99, 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 # of calls (per 5 second rate basis) executed by IVRS</p>	<p>1. Considering caller behaviour, 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. Request you to elaborate on the IVRS payment. Our understanding is that the pulse rate for billing of Speech To Text calls would be 5 seconds.</p> <p>3. 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>As per RFP</p> <p>The statement provided to have the clarity on is not from the latest version of RFP document that has been published on CPPP.</p>

101	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 : 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
102	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.
103	Volume I, 74 & 78, 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.
104	Volume I, 88-89, 9.2.3 Form PQ3	PQ Checklist	Psychometric Testing Agency The sub-contracted agency should have average annual turnover of ₹ 2,00,00,000 in each of the last three financial years (Financial years 2021-2022, 2022-2023, 2023-2024) Document:- Self-declaration for Inhouse Psychometric Test as per format specified in 9.2.9 Form PQ9 under 9.2 Annexure II: Pre-Qualification Proposal Format	We have taken licenses/token of Pmaps and conduct psychometric tests basis requirement internally. Our HR team members administer these tests in facility. We will be giving self-declaration for same. Our understanding is that this suffices the requirement.	As per RFP The RFP provides the flexibility to either use an in-house facility or subcontract to relevant agencies for conducting psychometric testing and sentiment analysis.

105	Volume II, 16, 1.9.2	1.9.2 TERMINATION FOR CONVENIENCE	<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:</p> <p>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> <p>It is covered in 1.9.3 MUTUAL TERMINATION of RFP Volume -II</p>
106	Volume II, 17, 1.1	1.10 Indemnity	<p>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 .</p>	<p>We suggest Indemnity clause to be mutual</p>	<p>As per RFP</p>

(Responses to the pre-bid queries)

107	Volume II, 18, 4.1.7	4.1.7 Historical Volumes	4.1.7 Historical Volumes	Please confirm Inbound & Outbound Average handling time of calls for all process(PM-JAY, Convergence, EHCP, Co-WIN, ABDM)	<p style="text-align: center;">Please refer Annexure 4</p> AHT trends for different inbound and outbound processes have been added for the month of January through October 2024 for reference
108	Volume II, 24, 1.24	1.24 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.	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: 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.	As per RFP

109	General Query, 97, 9.4.2	Form Commercial2: Commercial bid format	IVRS with 'key press' and 'Speech to text input'	We understand that the rate quotes as component C can be charged until the IVR is not deployed for a certain campaign	<p style="text-align: center;">As per RFP</p> <p>The IVRS requirement can be referred under section 4.2.1.2.2 Intelligent IVRS Solution</p> <p>In the existing state, IVR is already in place but there is no self serve facility enabled as of now and hence calls are answered by the agents only. For all such calls either Inbound or Outbound, billing is based on component "C" depending on the connected minutes/handled time with agents.</p> <p>The payment pertaining to component A will only be applicable for any IVRS based campaigns (Inbound/Outbound) where there remains no agent intervention at all.</p>
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110	General Query	General Query	Number of Agents	Please specify number of agents required.	<p>Queue-wise month on month historical volume trends have been provided in the RFP document (under section 4.1.6 Estimated Volumes (inbound and outbound) basis which initial headcount planning can be done. AHT threshold provided under the section 8.1.8 Service Levels (Operational Service Levels) can be used for the calculation purpose.</p> <p>As per section 8.1.7 Projection for Inbound, NHA also shares queue-wise monthly volume forecasts with vendor 45 days in advance, a practice that will be maintained to ensure visibility to the vendor and facilitate resource planning.</p>
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111	General Query	Additional Clause	<p>We strongly recommend to add the said clause to promote domestic manufacturing under Make in India</p>	<p>The Lead Bidder and its consortium members shall comply with the following notifications issued to promote domestic manufacturing under Make in India: Issued by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion (Public Procurement Section) 1) Order No. P-45021/2/2017-B.E.II dated 15.06.2017 further revised vide Order No. P-45021/2/2017-PP (BE II) dated 28.05.2018 2) Order No. P-45021/2/2017-PP (B.E.II) dated 29.05.2019 3) Order No. P-45021/2/2017-PP (B.E.II) dated 04.06.2020 Issued by Government of India, Ministry of Communications, Department of Telecommunications 4) DOT Notification No. 18-10/2017-IP dated 29.08.2018. We strongly recommend to consider the clause So, the feature reach Make in India Telecom product will be able to strongly participate for this opportunity.</p>	<p>The RFP is designed to establish a cost-effective per-connect-minute financial model. Requiring the use of Make in India products may compel bidders to undertake new procurements, potentially increasing operational costs and deviating from the objective of achieving competitive pricing and restrict the competition. Hence, the request cannot be accommodated at this time.</p>
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112	General Query	Additional Clause	We strongly recommend making TEC certification Mandatory for Telecom equipment OEMs	<p>According to the Indian Telegraph (Amendment) Rules of 2017: From 1st Oct 2019, any list of telecom products covered under SCS and GSC which is being used or capable of being used shall have to undergo prior mandatory testing and certification in respect of parameters as determined by DoT from time to time. Attaching the TEC link for your kind perusal. http://www.tec.gov.in/mandatory-testing-and-certification-of-telecom-equipments-mtcte</p> <p>We strongly recommend to consider the observation shared, and make TEC certification Mandatory for Telecom equipment OEMs for conformance, performance, interoperability, health, safety, security, and seamless functioning of existing and future networks as per the standards laid down, by Telecom Engineering Centre (TEC) under the Department of Telecommunications, Govt. of India.</p>	<p>This compliance is already mandated by law for all relevant OEMs operating in India, making it unnecessary to restate or include it separately in the RFP. The existing regulatory framework adequately ensures adherence to these standards, and incorporating such requirements in the RFP would not contribute additional value to the procurement process.</p>
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113	General Query		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, Page 3 of 3 Malayalam, Gujarati, Marathi, Bengali, Odia, Punjabi, Assamese, Nagamese and to further scale-up as required.	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
114	General Query	Joint Venture	We kindly request that participation in the tender process be permitted with a Joint venture partner.	We kindly request that participation in the tender process be permitted with a Joint venture partner.	As per RFP
115	General Query	Call volume	Is there any Minimum Assurance for inbound calls in a day?	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.
116	General Query	Toll Free per minute charges (inbound)	Who will borne the cost – NHA or the service provider?	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.

(Responses to the pre-bid queries)

117	General Query		As it is based on multiple vertical, kindly give the details of CRM required?		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.
118	General Query		Will NHA directly share the data with agent in CRM or bidder will have to follow any process?		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. More details in terms of types of dispositions and sub-dispositions to be incorporated in CRM which includes major categories and subcategories to identify the call type (for e.g. Eligibility related, Card creation related, hospital related etc. along with the questionnaire used for outbound campaigns) will be shared with the finalized bidder.
119	General Query		Kindly provide the Escalation Matrix or escalation LEVEL department wise and solution wise?		Details in terms of any escalation matrix/SOP will be shared with the finalized bidder.

120	General Query		What is mode of outbound call & Who will bear the outbound call cost?		<p>1) It may be decided by the CCSP itself as NHA focuses on the contactability.</p> <p>2) As per RFP, The Call Centre Service Provider shall be paid for the connected minutes only for both Inbound & Outbound. Not reachable and not connected calls shall not be paid for. Section 8.1.7 Payment Terms and 9.4.2 Form Commercial2: Commercial bid format can be referred.</p>
121	General Query		How many integration are required as per process?		<p>As per RFP</p> <p>The requirements related to intergration of CRM and IVRS with other NHA application may be referred under section "4.2.1.2.3 Customer Relationship Management (CRM) and Software Solution" and "4.2.1.2.2 Intelligent IVRS Solution"</p>
122	General Query		Is it 365 days process including all gazetted holidays?		<p>As per RFP</p> <p>The hours of operations are 24*7 for all inbound processes except that for EHCP helpline currently</p>
123	General Query		Response time to reach the customer if they registered any grievance .PL share the TAT (Turnaround time)?		<p>Details in terms of SOP related to grievance calling will be shared with the finalized bidder.</p>

Annexure – 1

Outbound (number of records shared)		
Month	PM-JAY	ABDM
Jan'22	246380	
Feb'22	264403	
Mar'22	273057	
Apr'22	273075	
May'22	227358	
Jun'22	247918	
July'22	247212	
Aug'22	287874	
Sep'22	247016	
Oct'22	282445	
Nov'22	237288	
Dec'22	274478	
Jan'23	250598	659
Feb'23	301430	16652
Mar'23	387945	3621
Apr'23	324529	20975
May'23	366926	584
Jun'23	353302	1094
Jul'23	292289	712733
Aug'23	319564	35125
Sep'23	258617	2844
Oct'23	191255	1508
Nov'23	352089	18315
Dec'23	116291	48626
Jan'24	290132	537
Feb'24	270450	403
Mar'24	300512	175239
Apr'24	229329	250
May'24	204720	3316
June'24	171377	41466
July'24	250767	10754
Aug'24	180095	3095
Sep'24	166788	8982
Oct'24	171320	48203

Inbound					
Month	Covid/Co-Win	PMJAY	Convergence	ABDM	EHCP
	Calls	Calls	Calls	Calls	Calls

(Responses to the pre-bid queries)

	Offered	Offered	Offered	Offered	Offered
Jan'21	80091	104462	4980	3379	
Feb'21	103881	133899	1825	3046	
Mar'21	296426	165583	3910	2517	
Apr'21	443720	76751	1279	2266	
May'21	476257	58803	2100	2515	
Jun'21	416486	68800	2624	2906	
July'21	540079	101081	2420	4098	
Aug'21	544407	83829	1951	1315	
Sep'21	365214	156509	2250	10773	
Oct'21	139488	102266	2898	29748	
Nov'21	96760	81316	5684	12277	
Dec'21	104606	91396	25455	9703	
Jan'22	243672	87894	34207	15401	
Feb'22	104757	66183	28812	8310	
Mar'22	64850	62223	29381	17866	
Apr'22	58037	26967	21050	9806	
May'22	46578	49333	21101	9791	
Jun'22	43092	47924	27114	9305	
July'22	95468	68203	29444	8566	185
Aug'22	119203	115342	29653	9637	227
Sep'22	66735	186323	31633	9984	159
Oct'22	22143	102466	28206	9224	179
Nov'22	21542	153833	33730	14063	227
Dec'22	28733	160635	31055	15228	190
Jan'23	22450	119017	32301	13629	181
Feb'23	16401	132007	28088	11204	134
Mar'23	15905	141168	27540	11071	155
Apr'23	19063	125511	23559	8951	157
May'23	14483	132909	27021	10373	148
Jun'23	13209	151652	34493	10351	165
Jul'23	14655	221828	30848	15690	184
Aug'23	12671	238505	30707	27682	391
Sep'23	11710	298745	27939	30150	129
Oct'23	11541	271846	24669	33763	273
Nov'23	8571	147884	19590	20261	145
Dec'23	12359	178632	20163	27549	176
Jan'24	7803	149587	19615	26471	106
Feb'24	9696	143459	19348	23684	86
Mar'24	10202	197287	17537	23945	92
Apr'24	8460	96913	18460	13272	174
May'24	8374	94711	15373	17370	71
June'24	5791	85369	12452	15595	95

(Responses to the pre-bid queries)

July'24	7449	115107	16519	16896	114
Aug'24	6817	113694	16226	20485	132
Sep'24	7804	158706	15275	21080	205
Oct'24	6986	110676	14741	11966	216

(Responses to the pre-bid queries)

Annexure – 2

Jan'2024		
Language	ABDM	PM-JAY IB
Assamese	0	681
Bengali	0	527
English	1355	1910
Gujrati	0	4496
Hindi	21355	128848
Kannada	792	202
Malayalam	862	1744
Marathi	0	6387
Oriya	0	204
Other	239	2766
Punjabi	0	408
Tamil	1111	880
Telugu	757	523
Nagamese	0	11
Grand Total	26471	149587

Feb' 2024		
Language	ABDM	PM-JAY IB
Assamese	0	925
Bengali	0	852
English	1393	2329
Gujrati	0	3591
Hindi	18750	124045
Kannada	907	159
Malayalam	523	1066
Marathi	0	4889
Oriya	0	347
Other	164	2664
Punjabi	0	622
Tamil	1087	1154
Telugu	860	804
Nagamese	0	12
Grand Total	23684	143459

Mar'2024		
Language	ABDM	PM-JAY IB
Assamese	0	858
Bengali	0	998
English	1244	2792
Gujrati	0	3988
Hindi	19677	177833
Kannada	710	174
Malayalam	705	1100
Marathi	0	4075
Oriya	0	234
Other	1	3073
Punjabi	0	666
Tamil	869	924
Telugu	739	561
Nagamese	0	11
Grand Total	23945	197287

Apr'2024		
Language	ABDM	PM-JAY IB
Assamese	0	543
Bengali	0	415
English	922	1647
Gujrati	0	3022
Hindi	10621	85635
Kannada	404	103
Malayalam	305	517
Marathi	0	2401
Oriya	0	118
Other	169	1203
Punjabi	0	412
Tamil	467	569
Telugu	384	322
Nagamese	0	6
Grand Total	13272	96913

May'2024		
Language	ABDM	PM-JAY IB
Assamese	0	575
Bengali	0	632
English	862	1661
Gujrati	0	2870
Hindi	14737	84320
Kannada	372	107
Malayalam	454	603
Marathi	0	2361
Oriya	0	164
Other	46	129
Punjabi	0	410
Tamil	538	563
Telugu	361	277
Nagamese	0	9
Grand Total	17370	94681

Jun'2024		
Language	ABDM	PM-JAY IB
Assamese	0	530
Bengali	0	432
English	775	1568
Gujrati	0	2298
Hindi	13155	74910
Kannada	344	116
Malayalam	474	1328
Marathi	0	2226
Oriya	0	518
Others	13	111
Punjabi	0	409
Tamil	516	646
Telugu	318	250
Nagamese	0	0
Grand Total	15595	85342

Jul'2024		
Language	ABDM	PM-JAY IB

Aug'2024		
Language	ABDM	PM-JAY IB

Sep'2024		
Language	ABDM	PM-JAY IB

(Responses to the pre-bid queries)

Assamese	0	743
Bengali	0	636
English	1144	2513
Gujrati	0	4308
Hindi	13616	97477
Kannada	362	160
Malayalam	443	1929
Marathi	0	4338
Oriya	0	305
Others	1	91
Punjabi	0	505
Tamil	903	1593
Telugu	428	482
Nagamese	0	0
Grand Total	16897	115080

Assamese	0	478
Bengali	0	467
English	1253	1903
Gujrati	0	3735
Hindi	16978	100301
Kannada	402	128
Malayalam	536	840
Marathi	0	3584
Oriya	0	213
Others	34	0
Punjabi	0	525
Tamil	753	992
Telugu	529	475
Nagamese	0	0
Grand Total	20485	113641

Assamese	0	458
Bengali	0	798
English	2017	7842
Gujrati	0	5253
Hindi	17139	155533
Kannada	400	717
Malayalam	393	1976
Marathi	0	4848
Oriya	0	629
Others	115	277
Punjabi	0	1053
Tamil	797	2435
Telugu	872	2665
Nagamese	0	0
Grand Total	21733	184488

Oct'2024		
Language	ABDM	PM-JAY IB
Assamese	0	500
Bengali	0	397
English	1278	4676
Gujrati	0	3830
Hindi	8745	93232
Kannada	318	185
Malayalam	224	1633
Marathi	0	2737
Oriya	0	358
Others	30	93
Punjabi	0	287
Tamil	785	1223
Telugu	586	1490
Nagamese	0	0
Grand Total	11966	110641

(Responses to the pre-bid queries)

Annexure – 3

Hourly Interval wise Volume - PMJAY -IB

Interval	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Grand Total
01-Jul-24	17	10	2	4	2	9	31	54	132	240	307	382	398	362	382	318	345	267	242	216	174	125	71	30	4120
02-Jul-24	15	7	3	1	7	6	24	70	149	236	334	384	422	358	372	295	310	247	219	202	159	90	70	29	4009
03-Jul-24	14	15	11	3	15	11	26	64	132	227	332	427	366	320	363	328	278	304	204	177	145	112	88	42	4004
04-Jul-24	22	7	4	2	3	8	30	68	121	201	363	357	373	383	347	331	259	271	226	179	152	124	57	32	3920
05-Jul-24	15	11	9	10	2	2	25	61	141	223	297	331	342	318	315	269	292	234	208	181	142	130	69	38	3665
06-Jul-24	16		1	11	7	4	30	56	128	211	321	348	322	324	266	274	251	225	195	153	153	121	61	25	3503
07-Jul-24	11	11	12		4	7	25	49	83	151	208	272	229	236	213	235	181	165	142	139	117	96	54	27	2667
08-Jul-24	5	14	5		3	7	17	66	116	216	361	388	349	329	341	315	277	283	247	177	161	109	72	31	3889
09-Jul-24	24	2	4	3	2	11	29	66	132	213	294	395	336	327	347	314	254	235	179	197	139	87	68	25	3683
10-Jul-24	16	3	2	4	12	7	28	79	143	199	292	353	358	295	288	215	116	172	262	172	156	124	88	34	3418
11-Jul-24	29	8	6	5	4	7	37	92	123	253	321	358	332	288	268	248	252	103	120	185	137	99	67	35	3377
12-Jul-24	13	5		9	2	8	32	80	136	208	345	324	321	327	271	263	257	247	201	170	148	104	66	35	3572
13-Jul-24	15	8	4	3	2	11	35	72	134	218	327	431	368	316	300	264	254	217	192	190	162	138	50	30	3741
14-Jul-24	17	5	2	8	3	8	21	48	96	178	201	247	261	219	210	194	200	166	161	137	147	82	42	26	2679

(Responses to the pre-bid queries)

15-Jul-24	2 2	1 1	1	2	2	4	2 7	76	12 4	20 1	29 6	35 5	34 9	31 5	26 9	29 0	29 5	26 7	18 2	18 9	12 6	93	7 9	3 4	36 09
16-Jul-24	2 2	9	6	6	7	1 1	3 4	80	13 0	20 2	29 1	32 9	32 2	32 7	25 0	26 7	31 2	24 4	21 7	15 2	16 7	86	7 3	3 2	35 76
17-Jul-24	2 2	6	3	3	6	1 0	1 6	69	12 1	21 1	30 5	31 4	26 4	27 0	25 8	22 8	23 9	25 0	19 9	18 0	14 7	11 2	6 3	2 9	33 25
18-Jul-24	1 3	2	4	4	1	4	2 2	62	12 1	20 4	30 5	30 0	36 6	31 6	29 2	27 8	28 1	24 6	18 2	17 5	13 1	11 7	5 5	3 2	35 13
19-Jul-24	1 1	1 3	4	4	3	1 1	2 9	67	14 4	22 9	30 6	37 4	38 0	32 8	26 2	23 3	26 9	24 0	20 2	20 7	15 1	11 0	6 4	3 6	36 77
20-Jul-24	1 4	1 4	9	4	8	9	2 6	84	12 6	24 9	34 4	35 1	36 8	28 3	31 3	25 3	26 2	24 7	23 4	17 5	16 5	11 8	8 0	4 4	37 80
21-Jul-24	5	9	7	2	4	1 0	2 9	80	13 3	20 1	24 7	24 4	28 9	23 4	20 9	21 1	19 6	21 4	17 4	13 9	11 5	12 6	5 2	2 9	29 59
22-Jul-24	1 4	1 2	3	2	4	3	2 7	70	11 5	19 4	27 4	34 8	36 3	33 3	33 1	29 1	28 5	25 3	23 6	22 5	14 9	14 1	5 3	3 6	37 62
23-Jul-24	1 5	1 0	4	8	3	5	2 6	78	14 3	24 8	34 1	35 7	39 5	36 3	32 5	30 2	36 9	27 8	26 0	20 1	15 1	11 5	6 6	4 7	41 10
24-Jul-24	1 8	1	2	4	5	1 0	2 1	77	14 7	21 0	35 3	39 7	42 0	46 9	34 1	34 2	30 5	29 2	22 5	21 2	17 5	12 9	7 0	3 5	42 60
25-Jul-24	1 3	1 1	7	3		7	3 9	94	15 6	25 6	36 5	42 8	37 6	37 9	38 3	31 6	30 2	32 0	24 2	19 7	17 8	13 8	8 2	2 6	43 18
26-Jul-24	1 6	5	4	7	2	7	3 1	75	16 7	23 2	34 4	40 5	41 0	32 9	34 1	30 5	29 2	25 4	21 2	19 5	20 3	11 9	8 5	2 8	40 68
27-Jul-24	1 2	1 2	9	3	4	6	2 7	85	16 6	23 6	30 4	39 1	44 3	40 6	35 9	29 9	27 0	25 6	22 8	17 6	14 1	86	5 5	3 0	40 04
28-Jul-24	1 3	2 3	7	8	1	1 1	2 5	76	13 3	18 1	25 1	30 5	29 0	25 5	22 6	21 6	22 7	20 9	17 5	17 7	15 0	10 8	6 1	2 8	31 56
29-Jul-24	2 3	1 6	1 0	1	6	9	4 4	99	16 8	24 9	33 5	38 3	45 1	42 5	32 1	29 0	31 8	29 6	25 4	19 8	17 8	15 8	7 4	3 8	43 44
30-Jul-24	1 0	4	3	1	4	1 1	4 0	93	18 3	28 0	33 4	35 1	39 6	34 4	34 6	29 7	30 8	28 9	27 6	21 5	19 2	16 3	7 1		42 11
31-Jul-24	1 0	3	3	5	3	1 0	3 2	10 9	15 9	25 5	33 4	43 8	40 3	43 6	36 4	27 7	33 0	28 0	11 2	20 4	18 8	12 2	8 0	3 1	41 88
01-Aug-24	1 8	5	8	4	3	9	3 5	92	13 7	20 8	25 1	37 4	34 3	32 6	24 9	26 4	26 4	23 7	22 9	17 0	18 1	10 3	6 2	2 6	35 98

(Responses to the pre-bid queries)

02-Aug-24	20	10	85	55	63	23	75	124	221	302	378	331	324	289	286	235	245	216	189	145	124	64	30	3655
03-Aug-24	77	55	17	37	93	108	225	290	335	345	333	293	275	329	250	227	193	157	108	67	35	3732		
04-Aug-24	65	74	37	17	20	67	129	211	246	292	264	264	233	217	203	200	153	147	147	102	56	38	3031	
05-Aug-24	22	85	41	83	76	121	238	279	389	369	329	287	264	292	241	224	202	144	118	66	27	3738		
06-Aug-24	17	71	33	14	43	72	134	230	315	377	367	342	281	310	268	283	236	194	157	127	70	51	3902	
07-Aug-24	18	52	25	72	166	240	335	377	335	321	250	305	302	259	191	183	211	122	56	29	3816			
08-Aug-24	13	63	57	12	31	61	130	238	317	373	361	341	308	309	270	269	218	202	169	134	64	35	3876	
09-Aug-24	19	31	97	77	28	94	148	237	280	350	358	293	305	252	305	267	184	148	134	148	92	28	3707	
10-Aug-24	14	10	16	37	39	88	159	253	315	364	444	336	347	251	261	229	177	193	151	103	81	32	3864	
11-Aug-24	16	81	87	55	28	65	102	165	236	225	286	264	200	171	185	197	143	134	150	88	73	26	2793	
12-Aug-24	14	44	56	12	24	52	132	215	285	378	350	319	313	313	270	246	225	184	175	123	62	26	3739	
13-Aug-24	15	10	45	66	25	94	155	227	343	376	328	322	312	312	291	311	212	179	185	134	59	32	3943	
14-Aug-24	90	12	53	64	42	92	144	237	308	294	349	292	284	280	234	195	236	184	129	97	51	23	3506	
15-Aug-24	10	36	72	81	66	66	127	189	248	306	252	268	231	214	206	195	191	174	115	93	60	34	3024	
16-Aug-24	24	21	15	38	35	86	151	215	318	354	367	308	326	339	277	229	231	198	183	143	79	37	3939	
17-Aug-24	12	56	12	92	26	83	132	236	309	300	232	266	240	238	217	203	149	149	141	105	51	38	3150	
18-Aug-24	20	13	63	11	40	84	106	163	192	260	239	197	183	177	168	134	144	147	113	70	63	26	2562	
19-Aug-24	16	13	74	99	23	61	95	141	249	228	222	172	184	150	159	148	134	118	98	79	38	23	2380	

(Responses to the pre-bid queries)

20-Aug-24	8	9	2	1	3	7	1	9	77	14	20	29	32	33	29	30	27	29	22	18	16	14	11	6	4	35	36	
21-Aug-24	1	1	1	3	2	1	3	0	70	13	23	27	30	29	37	32	30	30	27	22	19	17	12	7	2	38	22	
22-Aug-24	1	6	5	2	6	6	3	2	10	18	22	31	36	41	36	31	29	32	31	25	18	17	10	7	3	41	13	
23-Aug-24	1	8	8	2	1	7	4	2	9	82	14	24	42	42	41	38	32	30	35	30	29	23	15	11	6	3	43	73
24-Aug-24	1	4	3	8	5	1	1	3	1	84	14	23	33	44	45	35	33	28	31	24	22	20	15	11	8	2	41	07
25-Aug-24	9	1	1	3	5	5	3	5	12	12	20	25	29	28	28	25	19	20	18	19	14	16	11	7	5	32	16	
26-Aug-24	1	8	5	2	4	9	7	2	0	87	16	20	33	33	35	32	29	28	24	25	17	16	16	94	7	3	36	73
27-Aug-24	2	1	8	6	4	3	4	1	8	72	14	23	29	37	37	39	34	31	31	26	21	20	17	11	8	6	40	33
28-Aug-24	1	9	1	3	2	1	9	3	0	91	16	30	39	44	40	37	34	31	29	28	26	22	20	15	1	3	44	80
29-Aug-24	1	5	9	6	3	3	6	3	8	10	17	26	35	45	45	34	33	33	31	28	22	19	19	13	8	4	43	82
30-Aug-24	2	5	6	6	7	5	9	3	7	99	17	29	38	42	40	32	32	34	34	31	25	19	18	7	2	43	18	
31-Aug-24	7	7	1	1	1	1	0	2	0	68	99	21	25	38	41	39	28	22	25	26	20	18	15	12	7	4	36	86
01-Sep-24	1	9	1	5	9	7	1	3	5	64	15	18	27	23	25	25	26	21	20	22	19	18	17	10	7	3	31	99
02-Sep-24	1	2	6	6	7	5	8	2	5	86	12	22	35	40	40	37	34	21	31	25	22	19	18	10	8	3	39	95
03-Sep-24	1	7	7	4	6	6	1	2	5	96	18	29	34	35	41	34	33	27	30	24	22	21	23	14	8	3	42	17
04-Sep-24	1	8	1	3	1	3	1	3	9	91	16	26	35	33	31	34	35	32	34	26	25	21	16	12	7	3	41	22
05-Sep-24	1	5	5	7	8	1	3	1	95	16	22	31	39	41	38	28	28	28	31	21	19	19	13	8	3	41	10	
06-Sep-24	2	1	6	3	4	5	4	4	5	70	14	22	31	38	30	31	28	28	27	23	20	21	18	13	6	3	37	57

(Responses to the pre-bid queries)

07-Sep-24	8	8	6	15	2	9	29	81	157	231	320	329	370	322	308	313	381	326	240	146	174	130	80	39	4024
08-Sep-24	20	4	9	5	7	12	40	105	167	247	303	264	289	214	228	236	216	199	190	164	157	115	74	29	3294
09-Sep-24	18	6	5	4	2	10	34	94	154	235	328	350	385	346	384	302	317	271	219	183	147	92	59	29	3974
10-Sep-24	14	9	4	5	6	7	37	77	126	247	357	392	425	388	392	326	307	283	206	200	148	139	75	30	4200
11-Sep-24	14	5	4	10	10	7	23	110	160	257	311	399	396	367	328	338	367	263	219	178	209	205	139	74	4393
12-Sep-24	28	17	12	7	1	14	43	172	584	626	694	791	835	698	682	698	736	662	558	410	340	2332	561	167	11668
13-Sep-24	19	11	10	2	5	32	18	285	507	837	1235	1409	1318	994	823	825	886	770	587	556	433	291	189	81	12502
14-Sep-24	34	14	9	6	10	20	71	193	378	587	757	836	807	717	651	548	575	479	392	390	303	224	161	60	8222
15-Sep-24	22	18	5	5	5	12	68	146	242	303	444	493	527	415	364	332	369	324	272	308	218	217	107	44	5260
16-Sep-24	15	7	5	10	6	14	31	102	171	313	481	582	605	484	451	385	418	341	285	256	259	181	108	59	5569
17-Sep-24	15	10	3	4	7	7	32	81	184	276	453	494	534	463	499	442	431	364	283	233	206	177	129	71	5398
18-Sep-24	16	10	9	11	9	12	39	91	230	307	446	520	576	528	429	450	436	351	348	298	245	176	102	45	5684
19-Sep-24	21	7	7	7	2	10	48	105	201	296	477	618	535	514	498	418	402	378	315	270	237	210	155	76	5807
20-Sep-24	21	9	9	6	10	17	37	126	223	315	421	556	495	443	418	408	402	373	287	268	195	178	119	46	5382
21-Sep-24	30	7	8	7	1	7	33	90	165	293	464	451	512	456	397	371	378	344	339	276	237	169	95	38	5168
22-Sep-24	19	5	4	10	8	8	23	89	171	223	298	328	347	296	299	242	228	228	239	215	203	130	100	46	3759
23-Sep-24	13	5	2	8	5	8	31	118	232	288	439	524	575	523	430	376	349	399	267	269	223	198	100	51	5433
24-Sep-24	12	6	8	5	8	10	33	102	179	296	458	528	507	511	478	393	333	314	327	264	239	171	111	45	5338

(Responses to the pre-bid queries)

25-Sep-24	21	14	1	4	5	10	33	107	174	325	527	540	485	492	457	441	430	382	311	315	266	179	138	58	5715
26-Sep-24	21	10	7	4	4	6	39	100	205	308	486	545	537	494	392	416	396	344	294	281	297	151	139	71	5547
27-Sep-24	18	7	4	9	5	8	38	96	214	327	370	398	430	375	347	340	367	300	263	263	215	179	122	41	4736
28-Sep-24	14	6	3	3	6	15	26	104	178	267	383	452	442	433	380	398	380	325	267	264	221	144	104	54	4869
29-Sep-24	5	1	1	1	3	9	36	101	163	212	332	403	419	313	334	302	306	262	203	226	199	154	73	56	4114
30-Sep-24	8	11	6	9	5	8	47	106	172	335	382	571	507	520	478	425	351	365	262	214	221	131	91	25	5250
01-Oct-24	12	11	6	2	8	12	33	98	169	247	369	345	393	332	337	322	397	337	253	233	199	150	91	40	4396
02-Oct-24	14	8	7	2	4	7	26	89	173	284	369	417	417	385	344	383	329	303	242	217	175	163	98	51	4507
03-Oct-24	17	15	5	3	9	7	27	70	157	257	388	433	434	429	434	386	438	278	235	186	191	141	81	36	4657
04-Oct-24	17	13	4	3	6	15	32	95	173	286	385	424	420	401	430	405	339	261	195	193	191	131	101	54	4574
05-Oct-24	12	7	7	6	14	6	18	70	130	263	391	426	409	374	403	331	333	253	207	175	159	124	57	44	4219
06-Oct-24	5	8	6	7	1	15	42	61	135	179	224	303	289	235	178	160	162	157	158	142	128	85	62	19	2761
07-Oct-24	12	7	1	1	3	5	32	62	100	206	292	351	351	312	295	284	307	235	174	174	138	99	83	37	3561
08-Oct-24	12	3	4	10	5	6	32	73	120	137	155	225	215	188	190	200	167	179	132	138	129	102	65	39	2526
09-Oct-24	16	10	5	1	3	11	30	64	114	169	155	183	199	248	239	277	284	267	192	198	154	103	75	32	3029
10-Oct-24	17	8	4	4	5	8	21	57	117	187	280	313	309	286	289	266	274	233	162	166	159	113	62	47	3387
11-Oct-24	12	9		3	12	11	33	75	112	182	251	302	323	311	261	264	219	214	172	135	135	75	23		3134
12-Oct-24	9	5	4	2		11	20	55	115	156	236	260	263	258	244	214	210	175	139	108	104	127	41	26	2782

(Responses to the pre-bid queries)

13-Oct-24	7	16	1	3	5	9	25	48	97	149	232	229	249	183	148	205	191	184	140	152	118	95	48	27	2561
14-Oct-24	17	16	5	3	4	12	28	68	122	252	300	350	396	370	345	303	326	248	201	210	156	101	73	34	3940
15-Oct-24	14	5	16	6	6	2	31	74	133	204	274	335	343	303	314	318	286	259	205	194	172	143	85	32	3754
16-Oct-24	20	4	7	8	7	14	31	59	113	186	332	342	336	347	322	269	260	197	195	186	141	123	58	28	3585
17-Oct-24	28	4	5	3	3	12	27	70	152	257	367	342	384	376	305	274	314	244	190	193	153	108	56	38	3905
18-Oct-24	21	13	5	4	1	1	18	68	137	198	257	310	336	342	319	263	267	207	186	176	151	124	76	24	3504
19-Oct-24	16	5	3	4	9	14	23	86	115	192	301	361	310	281	286	253	234	206	150	164	129	121	62	24	3349
20-Oct-24	9	3	7	5	7	7	23	71	108	184	217	242	220	229	194	200	139	165	150	117	114	80	41	27	2559
21-Oct-24	10	1					8	1	8	31	280	407	407	363	320	319	306	214	199	201	178	125	65	43	3486
22-Oct-24	16	7	2	5	1	18	26	93	141	241	345	397	417	349	347	322	282	232	188	187	177	144	62	42	4041
23-Oct-24	14	5	1	6	2	1	28	60	144	234	325	366	389	304	301	256	264	219	207	178	130	123	71	33	3671
24-Oct-24	20	14	2	9	14	11	26	87	113	204	306	366	313	300	284	259	262	226	155	216	160	77	51	30	3505
25-Oct-24	16	13		3	3	17	37	89	169	226	304	399	364	304	323	283	261	212	190	197	153	116	55	24	3758
26-Oct-24	23	11	2	10	3	14	22	72	169	171	251	338	299	336	272	252	225	198	189	150	137	103	47	27	3321
27-Oct-24	11	6	11	1	2	7	17	72	85	159	188	183	224	166	144	169	135	150	112	124	112	115	68	28	2289
28-Oct-24	7	18	6	3	14	13	15	62	120	211	275	343	347	327	260	244	229	181	163	151	119	78	56	39	3281
29-Oct-24	21	4	2	1	14	6	38	68	164	224	342	322	336	288	326	365	358	306	302	245	249	132	124	44	4281
30-Oct-24	33	7	9	4	10	8	44	149	273	408	477	572	593	434	411	353	412	307	279	264	167	134	79	45	5472

(Responses to the pre-bid queries)

31- Oct- 24	2 1	7	7	8	1 0	1 8	2 4	86	11 6	20 2	28 5	29 6	26 5	26 4	25 4	22 5	18 6	16 0	10 3	10 1	95	58	5 0	4 0	28 81
Grand Total	2 1 4 2	1 1 4 2	6 1 5	5 7 8	6 0 7	1 1 5 1	3 8 2 8	10 36 4	18 86 4	29 60 4	41 25 0	47 35 1	47 34 3	42 97 4	39 79 1	36 92 6	36 58 4	32 31 3	27 08 6	24 40 8	21 11 6	17 61 4	9 9 0 0	4 6 3 2	49 81 83

(Responses to the pre-bid queries)

Annexure – 4

Inbound AHT (In seconds)					
Month	PMJAY	ABDM	Convergence	Covid/Cowin	EHCP
Jan'2024	241	188	251	158	124
Feb'2024	235	183	250	122	96
Mar'2024	238	173	247	110	117
Apr'2024	236	204	232	108	63
May'2024	236	186	253	111	89
Jun'2024	236	188	260	110	158
Jul'2024	236	211	270	106	147
Aug'2024	235	202	273	115	157
Sep'2024	228	196	278	100	150
Oct'2024	238	204	272	94	107

Outbound AHT (In seconds)		
Month	PMJAY	ABDM
Jan'2024	138	75
Feb'2024	140	83
Mar'2024	141	79
Apr'2024	130	73
May'2024	125	62
Jun'2024	141	58
Jul'2024	149	72
Aug'2024	157	75
Sep'2024	147	65
Oct'2024	127	63

(Responses to the pre-bid queries)