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S.No	Bidding doc. Page# &Section#/Clause	Content of RFP requiring clarification.	Point of clarification required.	Response
1			We request the Addition of E-Commerce Aggregator as industry in the Bidder Qualification creteria and the count of such projects be also considered as experience.	Refer Corrigendum_2 - "Request for Proposal (RFP) For Help Desk Center for UMANG (Unified Mobile App for New Age Governance)" on NeGD/MeitY website
2			Standardization and inclusion of 7% Price increase on account of COLA - Cost of living allowance in the RFP Terms	Refer Corrigendum_2 - "Request for Proposal (RFP) For Help Desk Center for UMANG (Unified Mobile App for New Age Governance)" on NeGD/MeitY website
3			We request introduction of a clause covering the bidder from Minimum wage increase mandate from the state government.	The revised FTE rates may be mutually discussed between NeGD and the selected bidder if there is any mandate from the state government regarding minimum wage increases during the duration of contract. Refer Corrigendum_2 - "Request for Proposal (RFP) For Help Desk Center for UMANG (Unified Mobile App for New Age Governance)" on NeGD/MeitY website
4	Clause 8.1.7		We request Modification of clause 8.1.7 defining the end to end responsibility of Helpdesk and other parties involved in the transaction cycle	Clause self explanatory. More details will be shared during the course of engagement. .
5			We suggest monthly invoicing or rolling penalty adjustment by making payment of work done at the end of a quarter and the penalties/reward if any, be adjusted to subsequent month payments.	1. Payment will be on quarterly basis. 2. On submission of Quarterly Invoice by the selected Bidder, 60 % of the due amount will be released by NeGD and the remaining due amount will be settled after adjustment of penalty as per SLA Audit (conducted by NeGD or NeGD appointed 3rd Party agency) Report. Refer Corrigendum_2 - "Request for Proposal (RFP) For Help Desk Center for UMANG (Unified Mobile App for New Age Governance)" on NeGD/MeitY website.
6			SLA relaxation slabs to be introduced on volume scaling up beyond 110 % of forecast/estimates	Traffic volume surges may be considered by NeGD for SLA relaxation on case to case basis.

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7			We request addition of a bilateral termination of convenience clause as a term.	No Changes to the RFP Clause.
8			Will all associates be multiskilled to handle inbound call, inbound emails, inbound chats, responses	Selected Bidder is free to manage, train and cross deploy resources across LOBs for achieving better efficiency.
9	Page 26 - 5.5.7 Estimated Volumetrics for Help Desk Center		The estimated FTE (29) calculated in Table 7 of the tender document is considering 100% occupancy which is not practical. For an average per day 2700 transaction bifurcated at 13 languages with varied LOBs, the requirement will be around 55 to 60 FTE.	1. Initially selected bidder has to deploy 20 FTE's which will be reviewed at the end of 1st quarter. Also, there will be no SLA's for 1st quarter of operations. 2. Then onwards, for every quarter the selected bidder may increase/decrease number of FTEs deployed based on the statistics of previous quarter with intimation to NeGD. The final billing will be done on the actual FTE count and that will be arrived at by computing total Login Hours and dividing by FTE definition(184 login hours). 3. For Financial Evaluation, Bidders will have to quote unit FTE cost per month for Year 1 as per the format mentioned in Annexure - I of the RFP (Refer Corrigendum_2 - "Request for Proposal (RFP) For Help Desk Center for UMANG (Unified Mobile App for New Age Governance)" on NeGD/MeitY website).
10			Will there be separate volumes for Outbound, as there is no data provided for outbound calling.	Outbound volume is as mentioned in Section 8.1.2.
11			To compute the FTE requirement for Outbound, will require call volume, AHT, connect %	1. Outbound volumes is as mentioned in Section 8.1.2. 2. For FTE requirement - Please refer to response for Query No. 9. 3. Bidders may do their due diligence to estimate the number of FTEs for outbound.
12			The AHT of 4 minutes is for all the LOBS(inbound call, inbound emails, inbound chats, responses on users reviews)	The AHT used was for all LOBs and was an approximation.

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13			Support requirement numbers provided in the document is considering 29 FTE requirement, what will be the required span requirement in case if the FTE requirement increases	Query not clear. If it is related to time allotted for Ramp up/down of Agents, then please refer to Section 5.6 of the RFP.
14			What will be the SLA for all the queue types	SLAs are as mentioned in Section No. 9 of the RFP.
15		NeGD will provide the in house built CRM(developed and currently operational) and will pay for PRI and MPLS and Toll Free No. bills/rentals	1. PRI and MPLS to be taken on partner name and same will be charged back to NeGD on actuals. Please clarify 2. The existing toll free number which is on NeGD name will be mapped with the PRI provided by partner for taking the IB calls. Please clarify	1. CRM- Selected Bidder will use the existing in-house built CRM currently being used and NeGD will arrange for the training on the same. 2. Toll Free - NeGD will get the Toll-free number mapped with the PRI line and will pay for the bills. 3. PRI- NeGD will apply for PRI lines and will pay for the rental. Selected Bidder will have to co-ordinate with telecom partners and integrate the same. 4. MPLS- Selected Bidder will have to get the MPLS connectivity and integrate the same and NeGD will pay for the bills
16	page 38 - 8.2 Infrastructure and Technology	The selected Bidder shall provide broadband internet access to all the workstations dedicated to UMANG to facilitate access to various UMANG portal/websites/applications.	What will be the approx. per user internet bandwidth requirement as we need to size the internet bandwidth .	Bidder's may use their past experience to determine the bandwidth required to provide the services as per the scope of work.
17		CRM Application	NeGD will extend the current CRM to partner .Please clarify Also the current CRM has to be integrated with telephony systems provided by new partner for CTI pop up	NeGD will provide the access to existing CRM software application. Selected bidder will have to integrate the same with any hardware/software required to make the Help Desk center up and running with functionalities as mentioned in the RFP.

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18		IVRS	IVRS systems to be provided by the new partner and current IVRS flow. The current IVR prompts will also be shared with new partner. Please confirm. Note:- The IVRS system will be hosted at partner premises .Please clarify	1. The existing IVRS flow being used will be provided to the selected Bidder. However, selected Bidder will be required to add new flows/modify existing flows. Bidders may see the current flow by dialing the toll free number 1800-11-5246. 2. Yes, the IVRS system will be hosted at selected Bidder's premises.
19		PRI Lines	PRI lines will be provided by NeGD however partner. Please confirm	NeGD will apply for PRI lines and will pay for the rental. Selected Bidder will have to co-ordinate with telecom providers and integrate the PRI lines.
20		Data Storage and Archival	The chat, email and certain tools which are provided by NeGD, the data residing on these services will be stored at NeGD hence the data storage and archival for the same will be managed by NeGD. However the ACD/dialler platform will be provided by partner, the data retention will be done by the partner. Please confirm on the understanding.	Yes, correct.
21	Table 9: Eligibility Criteria	The Bidder shall have demonstrated capability of serving customers in Hindi, English, and at least four of the required vernacular languages - Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali, Kannada, Oriya, Punjabi, Assamese, Urdu. Total calls handled in the four vernacular languages combined together should be minimum 1000 per month.	Is there any specific time period that bidder has demonstrated capability of serving customers in at least four of required vernacular languages or in any previous year he had served can be considered. OR Or You need a capability certificate that bidder can provide these language agents.	Refer Corrigendum_2 - "Request for Proposal (RFP) For Help Desk Center for UMANG (Unified Mobile App for New Age Governance)" on NeGD/MeitY website

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22	Table - 8 -Ramp Up/Ramp Down	Ramp Up/Ramp Down	Seats given to run this helpline are very low with 13 specific languages and in this scenario if the seat decreased by 20% then it is very difficult to survive for this helpline. So is there any Minimum guarantee of the fixed seats.	It is expected that Selected Bidder will deploy Customer Service Executives(CSEs) who can provide support in more than One Language. Please refer to response of Query No. 9 for more details.
23	Finance		Will the OJT period of 5 days be considered as billable ?	No
24	Finance		Broadband internet access required for all workstation is reimbursable ?	No
25	Finance		What is the billing verification procedure and payment cycle post submission of invoice ?	Please refer to response to Query No. 5.
26	Hiring		Count of CRE required for Outbound , Inbound , Chat and e-mail queues, out of 20 for first quarter ?	Bidders are free to manage, train and cross deploy it's resources across LOBs for achieving better efficiency.
27	Hiring		language break up against required 13 languages for inbound process ?	Please refer to response to Query No. 26
28	Hiring		language break up against required 12 languages for chat process ?	Please refer to response to Query No. 26
29	IT		System configuration required for CRE ?	System should be such that the CSEs are able to do their work efficiently and meet the required SLA's.
30	IT		Is the whatsup and app playstore comments will be integrated with CRM or will be dealt separately ?	To be dealt separately. Please note that currently 'Whatsapp' Business number is not active but NeGD may plan to introduce the same in future.
31	IT		Dedicated CRE will do chat, email and calling separately or agent will be utilized across these functions ? If agent will be used across the functions then how calls , email and chat will be handled by them?	Please refer to response to Query No. 26

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32	MIS		Will the report formats for all required reports be provided by Umang ?	Yes, selected Bidder may gather this information(Report Format) during KT.
33	Training		30 days of workshop will be conducted at Vendor location or Bidder Location ?	There will NOT be any workshop of 30 days. Selected Bidder shall complete the Knowledge Transfer(KT) from the existing Vendor in 30 days time frame; post which no query shall normally be entertained. The selected Bidder team may be required to visit current Vendor/NeGD location for KT, situated in Delhi NCR.
34	Training		Training timelines to be outlined / What will be the Product / Process training duration/Duration to be considered for Certification ?	Selected Bidder shall complete the Knowledge Transfer from the existing Vendor in 30 days time frame post which no query shall normally be entertained.
35	Training		Please confirm training will be system based ?	Please refer to response to query No. 75,76 and 77.
36	Training		Will Umang provide the training module n content for all four queues ?	Please refer to response to query No. 75,76 and 77.
37	Training		Certification process for all four queues ?	Query not clear. If it is related to CSEs certification then Selected Bidder has to ensure that the resources deployed for UMANG are properly screened, trained and evaluated. Please refer Section 8.4 of the RFP for more details. NeGD may from time to time inspect the performance of CSEs on various parameters. There will be no separate certification required from NeGD.
38	WFM		Required AHT to calculate the trend line for language requirement for all three queues i.e. outbound , chat and e-mail chats ?	Bidders may refer the industry statistics for the same.
39	WFM		Is there multiskilling across LOBs (Inbound / Outbound / Email and Chat) for Hindi & English language ?	Bidders are free to manage, train and cross deploy their resources across LOBs for achieving better efficiency.
40	WFM		At what level is the SLA to be met- daily/ weekly/ monthly?	Quarterly

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41	WFM		Kindly share AHT for a single Chat and concurrent chats ?	Bidders may refer the industry statistics for the same.
42	Page 20, 5.4 Existing Set- Up	i. The inbound calls received on the toll free number are first received on UMANG's IVRS and then routed to the existing Help Desk center if the caller requests for a Customer Support Executive (CSE). All calls received at the Help Desk center are logged using UMANG's CRM (In house Developed open source CRM).	Please confirm if the bidder will be responsible for incorporating any specific technical configuration in the systems?	1. Selected Bidder has to set-up the UMANG Help Desk Center at it's premises so as to deliver services as per the scope of the project. All the technical and non technical configurations/integrations will have to be done by selected Bidder so as to make the UMANG Help Desk Center up and running. Also all the Hardware/Software required to set up and run the Help Desk Center will be provided by the selected Bidder. NeGD will provide access to existing CRM application. 2. Bidders are required to submit the BOM of all the hardware/software/licenses to be used for UMANG Help Desk center during technical Evaluation. Refer Corrigendum_2 - "Request for Proposal (RFP) For Help Desk Center for UMANG (Unified Mobile App for New Age Governance)" on NeGD/MeitY website
43	Page 20,5.4 Existing Set- Up	iii.All emails received at customercare@umang.gov.in are downloaded to UMANG's CRM on which the Help Desk Center agent takes further action.	1) We understand that UMANG's CRM will provide administrator & Executive CRM access differently along with report access. Please confirm.	Yes. Only selective reports are available.
44			2) Please confirm if Standard templates for Email revert will be provided.	Selected Bidder has to take the Knowledge Transfer from the existing Vendor on the existing services and the templates being used to respond to standard queries of Users and in case where some templates are non existing, Bidder will be required to create the same.
45			3) Also please confirm if UMANG will share/mention SOP for Email revert	During Knowledge transfer, selected Bidder will be required to document the SOP being followed currently and present the same to NeGD which will help NeGD to understand Bidders understanding of the system.

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46	Page 20,5.4 Existing Set- Up	iv. All the User chats Lands on UMANG's CRM solution where the Help Desk Center executive chats with users of UMANG app on realtime basis. Help Desk Center executives can handle multiple chats at any given moment.	1) We understand that the UMANG team would provide a Standard Response Template to be used for replying to User queries. Please confirm.	Selected Bidder has to take the Knowledge Transfer from the existing Vendor on the existing services and the templates being used to respond to standard queries of Users and in case where some templates are non existing, Bidder will be required to create the same.
47	Page 20,5.4 Existing Set- Up	v. The CRM solution is hosted in NIC Data Center and managed by UMANG's current Development Partner.	1) Please confirm if the vendor has to coordinate directly with UMANG's Development Partner when the contact center team observes any technical issue in CRM or can we route our queries to UMANG directly to get them resolved.	Any issue in CRM will be routed through NeGD team.
48			2) Request you to kindly share the escalation matrix for the same	2. It shall be shared during the course of engagement.
49	Page 21,5.4 Existing Set- Up	Help Desk agents provides the resolution during the interaction (Over Inbound Call/Chat/eMail) and if the query/issue requires investigation/fixing, agents generates a ticket through in-House CRM Application in the system and provides the same to user for tracking purposes. The tickets are assigned Priority (1 to 2) based on the criticality of the issue. P1 – Business critical. Represents a complete loss of service or a significant feature that is completely unavailable, and no workaround exists. The Development Partner engaged by NeGD has a baseline of 16 hours to resolve these tickets.	1) What procedure needs to be followed by the bidder if the developer partner breaches the baseline of 16 hours TAT?	Selected Bidder's team is required to send the reminder through mail/"ticket comments " to the Development partner. Also, the team will share reports for the breaches with NeGD.
50			2) Request you to kindly share the escalation metrics.	Will be shared during course of engagement.

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51	Page 21,5.4 Existing Set- Up	vii. The ticket is then picked by the TechOps team of the Development partner which works on the resolution of the issue and once resolved or in case of any further queries updates the ticket and assigns it back to the Customer Service Executive which notifies the User accordingly.	1) Please confirm how the respective supervisor / Manager of CSE will also get notified about this?	Selected Bidder's team will get to know about the status through their CRM dashboard.
52			2) We understand that we can get a report on daily basis with details of Assign, Completed, and pending cases. Please confirm.	Yes, dashboard view is available.
53			3) Please confirm if there is a Mechanism to check online pendency on real time basis	CRM dashboard will depict the ticket status on real time basis.
54	Page 21,5.5.1, Inbound Call Volume:-	Inbound Call Volume:-	1) We request UMANG to share language / Month / Day & Interval wise projections with >=95% accuracy for E-Mails, Chat &Inbound calls 45 days in advance, so that contact center team can keep the readiness to serve for all the LOBs.	There is no SLA's imposition for 1st quarter of operations. Selected Bidder may asses the actual traffic on UMANG during this quarter and may use the same to project the traffic for the next quarter and align the agents accordingly. Similar strategy may be followed by the Selected Bidder to do projections for subsequent quarters.
55	Page 25, 5.5.4 Google Play Store		1) Please confirm from which application the Help Desk Center agent has to reply on asked queries? Is it integrated with the CRM of UMANG?	Agents will have to login to respective App stores(Android, iOS etc.) and answer to UMANG specific queries.
56			2) How Help Desk Center agent can get details of Google Play Store?	NeGD will share the login details for respective App stores (Android, iOS etc.).
57			3) Request to kindly provide SOP for Google Play Store query handling.	During Knowledge transfer, selected Bidder will be required to document the SOP being followed currently and present the same to NeGD which will help NeGD to understand selected Bidder's understanding of the system.
58	Page 27, 5.5.8 Services on UMANG	Currently ~ 400 services are live on UMANG (including 24 from Service Plus) and around ~60 services will be onboarded on UMANG every quarter.	1) Please provide the details for all services for references and better understanding.	Bidders may view the services on UMANG app/web or they can view the listing of the services on service directory available on UMANG app/web.

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59	Page 37, 8 BUSINESS SERVICES	The Bidder shall be required to add new flows/modify existing flows/ change prompts and publish these immediately in the IVRS without having to take the services down with no additional cost. e.g. Bidder may be asked to add a "User Satisfaction survey" in the IVRS flow so that the User can be guided to rate the interaction which he/she just had.	(1) Please share the C-SAT Tracking Mechanism pertaining to contact center service.	User Satisfaction survey is already in place in the existing IVRS flow. Bidders may experience the same by dialling UMANG Toll free Number. It will be the responsibility of the selected bidder to provide this survey and do any modification, enhancements in the same.
60	Page 36, 8 BUSINESS SERVICES	I. Handling inbound voice calls. II. Making outbound voice calls. III. Handling inbound E-mails. IV. Handling Inbound Chats. V. Handling Google Play Store and Apple App Store Comments VI. *Handling queries received on UMANG Whatsapp Business number, if such number is deployed by NeGD VII. End-to-End Responsibility.	1) Please confirm if there is any need for a dedicated Specialized Desks for all the LOBS.	Please refer to response to Query No. 26.
61			2) Can executives be cross trained on all the LOBs, as a backup and also for ease of cross utilization during contingencies?	
62	Page 35, 8.1 Business Services	iii. Help Desk Center will operate for 7 days a week from 10:00 AM till 6:00 PM & Non- Working on 3 Mandatory National Holidays and will provide support in 12 Indian languages in addition to English. The Help Desk Center will serve as a single point of contact for reporting/resolution of all tickets (queries, errors, incidents issues either in application or infrastructure or operations related).	1) Please clarify whether Help Desk Center will operate for 7 days a week from 10:00 AM till 6:00 PM only (8 hours including breaks). Can we consider 1 FTE = 183 hours of login?	Users can reach UMANG Help Desk from 10:00 AM to 6:00 PM (7 days a week) and selected bidder has to ensure that agents are available to attend to User queries during this time. 1 FTE = 184 login hours.

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63	Page 37, 8.1.2 Outbound Voice Calls	Outbound call service shall be used to pro-actively get the User feedback/experience with regards to the services availed on UMANG or to encourage the User to do registration on UMANG and avail services. There would be 100 calls to be made every week with increase of 10 calls every month i.e. Every week of Month 1 will have 100 calls, Every week of Month 2 will have 110 calls, Every week of Month 3 will have 120 calls so on and so forth. The feedback has to be shared with NeGD on a weekly basis. Also, a facility for providing automatic calls through the Outbound Dialer System, the Bidder shall be able to initiate calls to the list of mobile numbers that can be configured by any department.	1) We understand that the bidder needs to provide an outbound dialer solution, please confirm.	No. Refer Corrigendum_2 - "Request for Proposal (RFP) For Help Desk Center for UMANG (Unified Mobile App for New Age Governance)" on NeGD/MeitY website
64		The outbound calls shall be done in Hindi and English.	2) If so, the Outbound dialer work on Predictive mode or preview mode?	Please refer to response to Query No. 63.
65			3) Request you to elaborate on the criteria on which these 100 calls will be considered (Will it be on the total number of calls dialed or the connected calls to the user?)	100 calls shall get connected to the users.
66			4) How many attempts can be made on one User & what will be the time interval for next attempt to be made.	Maximum 2 attempts may be made to a single User and the time interval between these calls will be One day.
67			5) Should we have a dedicated Team of CSE's who would be aligned specifically for Outbound calling activity?	Please refer to response to Query No. 26.

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68			6) What is the current right party connect percentage?	Bidders may refer the industry statistics for the same.
69			7) What should be done if the call gets connected to a Non English / Hindi speaking User? The language option to be served in outbound calls also?	Calls may be transferred to the relevant agent and these calls may be considered for calculation purposes.
70	Page 37, 8.1.3 Inbound E-mails	The selected bidder CSEs shall reply to inbound emails received on customercare@umang.gov.in, The email module is integrated with UMANG's CRM. Emails shall only be answered in English. The ticket generation mechanism will be same as explained above.	1) Request UMANG team to provide a Standard Response Template to be used for replying to User queries.	Selected Bidder has to take the Knowledge Transfer from the existing Vendor on the existing services and the templates being used to respond to standard queries of Users and in case where some templates are non existing, Bidder will be required to create the same.
71	Page 37, 8.1.5 App store Comments	The selected Bidder CSEs shall review the User Comments on all the App stores and provide resolution to User queries/grievances etc. The report of the same has to be provided on a weekly basis to NeGD.	1) How will the CSE review user comments, through UMANG's CRM or directly by accessing the respective App through "Play Store" or any other platforms?	The app store comments can be viewed by accessing the UMANG account on respective app stores.
72			2) We request UMANG to share specific requirement / format of the Reports.	The Report format will be provided during course of engagement.

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73	Page 38, 8.1.7 End-to-End Responsibility	The Bidder shall take end-to-end responsibility to close the loop with different entities that may have to come together to provide a resolution to Customer queries through proactive follow-up. The Bidder shall work jointly with NeGD to identify problem resolver groups within the UMANG program (Tech Ops of Development Partners, Department SPOC's, UMANG PMU, other UMANG Eco-System Partners, Technical groups etc...) to resolve queries and grievances that reach the Help Desk center.	1) We request UMANG to share list of SPOC's with whom the bidder needs to co-ordinate along with the Escalation metrics.	Will be shared during course of engagement.

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74	Page 38, 8.2 INFRASTRUCTURE & TECHNOLOGY	The selected Bidder shall arrange to provide and integrate the required MPLS lines to UMANG's Main Data Center in NIC Shastri Park in Delhi and UMANG's Disaster Recovery Center likely to be in Bhubneshwar. However, in future if UMANG's Data Center is shifted to any other location, the selected Bidder shall integrate the MPLS lines to UMANG's new Main DC and DR at no extra cost to NeGD with no interruptions in data connectivity between UMANG's Data Centers and Bidder. NeGD shall provide access to UMANG's applications to the selected Bidder via MPLS lines from UMANG's Data Center and Disaster Recovery Center. It may be noted that NeGD will bear the bill payment of the rental cost of PRI lines including calls and MPLS. All the expenses, except charges for Tollfree No, PRI line and MPLS, in running the Help Desk Center operations shall be borne by the bidder.	1) Does UMANG / NeGD have any plans to move DC or DR site in near future.	No such plan is envisaged at this point of time.
75	Page 42, 8.4.1 Orientation Training	Post Issuance of LOI(Letter of Intent) to the selected Bidder, NeGD will conduct an orientation workshop along with the Existing Vendor to provide process training with regards to existing process being followed and the functioning of CRM tool. Post this handholding, Bidder will be	1) We request UMANG to provide the standard SOP for training used currently.	1. Selected Bidder will be provided Live training on the CRM. 2. Functional document(Softcopy) of the services on UMANG will be shared with the Selected Bidder. 3. During Knowledge transfer, selected Bidder will be required to document the SOP and templates being followed currently across LOBs(Line of Businesses) and present the same to NeGD which will help NeGD to understand Bidders understanding of the system.
76			2) Please confirm if the training days will be billable or not?	

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77		handholding, Bidder will be responsible for gaining knowledge of the existing system from the current Vendor of UMANG. The Knowledge Transfer from the existing Vendor shall be completed in 30 days time frame post which no query shall normally be entertained.	3) We understand that the Training Module (Soft / Hardcopy) will be shared with the New Vendor. Please confirm.	understanding of the system.
78	Page 42, 8.3 RESOURCE ON-BOARDING	All resources involved with UMANG Help Desk center operations will adhere with NeGD's security guidelines. Selected Bidder has to ensure that none of the agents leaks any data of any User. Selected Bidder has to sign a Non-Disclosure agreement with NeGD in this regard.	1) We understand that NeGD / UMANG will share the security guidelines & IS policies to be adhered by the Bidder.	NeGD will share the guidelines. However, Bidders during technical evaluation are required to propose the security and Information security guidelines that they plan to have for UMANG project.
79	Page 43, 8.4.2 RESOURCE TRAINING	The selected Bidder shall be responsible for conducting UMANG specific resource on-boarding training for it's staff which will be handling UMANG Helpdesk.	1) We understand that Umang will provide Training Module and conduct initial NH training for the pilot batch along with a TTT session for Trainer / Managers & Quality	Please see the response for Query No. 75,76 & 77. Selected Bidder will be required to take the Knowledge Transfer of the existing processes being followed currently and will be required to prepare the training module for it's team. NeGD will facilitate the Knowledge Transfer.
80		This training shall include training of basic call/chat/email/app store handling skills, UMANG specific knowledge & services, soft skills, etc.	2) We request that at least 3 attempts should be allowed for each candidate for clearing the certification, considering the time and cost involved for hiring / training and on boarding a resource.	2 attempts will be allowed. No changes in the RFP

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81		The resources clearing the training evaluation test (The resource will only be allowed 2 attempts to clear the test) shall be forwarded for on-job training. The period for on-boarding training should be at least 2 working days. The selected Bidder is required to maintain the results and evidences of training evaluation test and evidences for attending training for each trainee and make them available to NeGD or third party auditors as and when requested by NeGD. At no time, any resource not clearing the evaluation test should be deployed to the NeGD's	3) We understand that associates would be billed from the day they are onboarded in CBSL including the training days. Please confirm.	The billing of associates will be from the time the associates start doing the work after completion of the on-Job training.
82	Page 43, 8.5 QUALITY ASSURANCE	a. Ensuring that the resources deployed are in confirmation to minimum qualification set out in 'RESOURCE ON-BOARDING' in this section.	1) Please confirm if UMANG will provide the required Quality monitoring tool?	No
83		b. Monitoring 20% calls of all the CSEs during on-job training. c. Monitoring the performance of CSEs by reviewing at-least 15 calls or 15 emails (in case of email agents)	2) Please confirm if the bidder will have 100% call recording available in this tool.	Yes, Selected Bidder will have to record 100 % of calls/chats/email etc..

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84		15 emails (in case of email agents) per CSE per month. d. Performing root cause analysis for repeated failure in service delivery. e. Providing help in enhancing the existing training modules, frequently asked questions, etc. that help improve in-house operations as well as provide analysis to NeGD for issues being faced by Users with regards to UMANG. f. Provide Improvements in User engagement	3) Would UMANG provide Quality evaluation parameters / CSQ for Calls & E-mails?	Selected Bidder's Quality evaluator will have to evolve the parameters and evaluate CSE's performance over email/chats/calls etc.
85	Page 51, 12 Payment Terms and Penalties	i. Payment shall be done on a quarterly basis based on the invoice generated and monthly/weekly reports. Penalties shall be levied if applicable based on the SLA clauses. ii. Payment shall be made on the basis of the FTEs (Full Time Equivalents) working in the project.	We request UMANG to change the quarterly payment option to Monthly payment.	Please refer to response to Query No. 5.
86	Page 51, Table 24: Payment Terms	1. Go-live a. Site Readiness with trained team deployment.	1) We request UMANG to share any specific requirement / format of Dashboard.	The Dashboard layout will be formalized during course of engagement. The dashboard should at the least depict all the SLA's and Reports.
87		b. Commencement of services and Deliverable of SLA dashboard with atleast 10 days of operational data. c. Content Development and SOP Preparation d. User Acceptance Testing (UAT) e. Go-Live Certificate	2) We understand that UMANG will help the bidder in developing content & preparing SOP.	During Knowledge transfer, Selected Bidder will be required to document the SOP being followed currently and present the same to NeGD which will help NeGD to understand Bidder's understanding of the system. NeGD will review the SOP and provide feedback wherever applicable.
88	General		Please confirm if any Background Check to be conducted for the agents and support staff.	Selected Bidder has to ensure that the resources deployed meet the minimum resource requirements as mentioned in Section 8.3.

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89	Page 46, 9.2.2.1 Penalty	Total penalty for a Quarter is capped to 20% of the Quarterly Payment.	We request to CAP the penalty to 5% of the monthly invoice amount.	No changes in the RFP
90	Page 34, Table 16: Key features of Help Desk Center	Bidder shall estimate the number of Agents based on the FTEs as mentioned in "Annexure – I (Financial Bid Format)" required as per the requirements mentioned in this RFP.	1. We request UMANG to please confirm how is the language bifurcation of the agents to be done as we have to cover 13 languages with 20 agents. As a standard practice, we need to have minimum 2-3 agents per language to handle minimum call flow. We need to provide weekly off, leaves, and breaks for smooth functioning of the center.	Bidders may refer Table No. 6 of Section No. 5.5.6 for indicative past interactions across 13 languages of past 12 months. Selected Bidder may deploy agents having Multilingual skills to handle User Queries across all User touch points for better efficiency.
91			2. Please confirm how is the vertical wise bifurcation of agents, like Inbound Voice Calls, making Outbound calls, handling inbound emails, handling inbound chats, Google play store and apple app store comments, handling queries through WhatsApp as we need to manage all these vertical with 20 agents deployed.	Selected Bidder may deploy agents having Multilingual skills and may cross deploy their resources across LOBs to handle User Queries across all User touch points for better efficiency.
92	Page 26, 5.5.7	• The existing Help Desk Center is running from 8:00 AM to 8:00 PM (12 Operating Hours) which will be revised to run from 10:00 AM to 6:00 PM (8 Hours). Hence, the selected bidder will be required to run the Help Desk Center from 10:00 AM till 6:00 PM only.	We understand that the selected bidder will be required to run the Help Desk Center from 10:00 AM till 6:00 PM only, for all LOBs, Inbound, Outbound, Email, Chat, Social Media, please confirm.	Yes

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93	Page 26, 5.5.7	Bidder is required to deploy 20 FTEs initially which will be reviewed at the end of 1st quarter of operations (1st Quarter will start after the Go-Live Certificate from NeGD). The FTEs may be increased or decreased based on the metrics report submitted and mutual consent of NeGD. No SLAs will be imposed during this period i.e. 1st quarter of operations. The SLA will come into force from 4th month of operations.	Please provide break up of 20 FTEs across Inbound, Outbound, Email, Chat & Social media, as it would not be feasible to deploy them across 13 languages covering 7 days a week.	Please refer to response to Query No. 9 and 91 for estimating the FTEs..
94	Page 26, 5.5.7	Bidder may size the FTEs required in different languages based on the past data as provided in this section.	What is the current AHT Queuewise? (Please segregate AHT for Beta Period and for BAU Period for Each Queue), for all LOBs, Inbound, Outbound, Email, Chat & Social media.	Please refer to response to Query No. 9 for estimating the FTEs..
95	Page 26, 5.5.7		For Inbound - What is the Call Distribution Pattern Interval wise? Please share last 3 months trend (in volume & %).	Please refer Section 5 for Indicative Call Volume across 13 languages for past 12 months.
96	Page 26, 5.5.7		For Outbound - Would there be One time Allocation of Data for the Month?	Yes.
97	Page 26, 5.5.7		If it is not One time allocation - What is the Data Allocation Pattern - Daywise (from Day 1 to Day 30)	One time allocation of data for the month will be done.
98	Page 26, 5.5.7		For Outbound - What Total number of Calling attempts on any Non Contactable Case permissible? (considering escalation limit)	Two times.

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99	Page 26, 5.5.7		For Outbound - What is the current Contact ability in each queue? (share 3 months trend)	Bidders may refer the industry statistics for the same.