



Pre-bid queries response & corrigendum No. 1

To

Request for Proposal (RFP)

“NHA Call Center”

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

Date of Publishing RFP: 27th August 2020

Date of Publishing 1st Corrigendum: 17th September 2020

- NHA's response to pre-bid queries is provided at Annexure 3 of this document
- National Health Authority (NHA) has decided to make the following changes in the RFP as described in the table below-

Volume-I

S. No.	RFP section reference	RFP clause	Modification/Change/Insertion
1.	Section 4.1- Key current processes, page # 13	New clause added as point # 4 (Note)	<u>New clause inserted</u> Historical call volumes for PM-JAY and Covid processes are provided. The same are specified at Annexure-1 of this corrigendum.
2.	Section 4.2- Detailed scope of work S. No 13 of Implementation Model-Page 17	The Project must go-live within 30 days of date of commencement of services.	<u>To be read as under</u> The Project must go-live within 45 days of date of commencement of services.
3.	Section 4.2.2 (Security requirements for call center), point # 27, page # 30	The broad guidelines have been included in para 7 and 7.1 above of this Section and detailed guidelines will be shared with the Call Centre Service Provider for compliance.	<u>To be read as under</u> The broad guidelines have been included in annexure VII (volume I of the RFP) above of this Section and detailed guidelines will be shared with the Call Centre Service Provider for compliance.
4.	Section 8.1.7- Service Levels – One time Service Levels, S. No. 7 (Go-live of the call center), page 61	<u>Column: Measurement Criteria</u> Within 30 days of commencement of services	<u>To be read as under</u> Within 45 days of commencement of services
5.	7.2.1 Pre-Qualification Criteria, Human resource strength and capability, Point # 6 (b), page 49	Assurance to deploy at least 5 resources, on NHA call center, in each of the vernacular official languages (within 7 days of such request by NHA) viz. - Kannada, Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali, Odia, Punjabi or Assamese and to further scale-up as required.	<u>To be read as under</u> Assurance to deploy at least 5 resources, on NHA call center, in each of the vernacular official languages (within 15 days of such request by NHA) viz. - Kannada, Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali, Odia, Punjabi or Assamese and to further scale-up as required.
6.	Section 8.1.7- Service Levels – Operational Service Levels- Deployment of Resources at the	Deployment of Resources at the request of NHA	<u>To be read as under</u> Revised service level is at Annexure 2

S. No.	RFP section reference	RFP clause	Modification/Change/Insertion
	request of NHA, page # 69		
7.	Section 4.2- Detailed scope of work S.No. 5 of Implementation Model-Page 16	Based on standard operating procedures (SOP) of NHA the calls will be routed to States/UT's/other agencies and vice-versa. All cost related to call routing shall be borne by the CCSP.	<u>To be read as under</u> 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. It is further clarified that such routing and/or transferring and/or forwarding may happen either during IVRS or during agent interaction i.e. at any point of time during the inbound/outbound call. All costs & technology support related to above activities shall be borne by the CCSP.
8.	Section 4.2.2- Security Requirements for Call Center, Point # 7, Page 29	The Call Centre Service Provider shall conduct background checks for its entire staff working in this assignment through an agency . Background checks should cover at least the following - education, criminal record, employment history etc. Call Centre Service Provider shall maintain the results and share with NHA (if required by NHA)	<u>To be read as under</u> The Call Centre Service Provider shall conduct background checks for its entire staff working in this assignment. Background checks should cover at least the verification of following – educational qualifications, criminal record, employment history etc. Call Centre Service Provider shall share the results of background check with NHA within a maximum period of 15 days of such resource onboarding.

Annexure 1

OUTBOUND (number of dialed calls)			
Month	PM-JAY	ICMR	Arogya Setu
Sept'19	1008269	(ICMR and Arogya Setu campaigns started from April 2020)	
Oct'19	1295413		
Nov'19	1777034		
Dec'19	1726250		
Jan'20	978052		
Feb'20	914177		
Mar'20	432263		
Apr'20	185112	31956	138998
May'20	940184	548030	905761
June'20	1171986	905439	983421
July'20	1604504	1327700	Discontinued
Aug'20	520095	323803 (Discontinued from 10 th August)	Discontinued

INBOUND CALLS OFFERED		
Month	PM-JAY	Covid
Sept'19	237164	Covid process started from March 2020
Oct'19	165615	
Nov'19	153026	
Dec'19	128343	
Jan'20	256226	
Feb'20	150390	
Mar'20	276817	476700
Apr'20	89184	980274
May'20	81859	924911
June'20	71791	561477
July'20	63405	304103
Aug'20	80281	294703

Annexure 2: Revised service level

Applicability	Inbound/outbound voice calls.
Definition	Deployment of Resources/agents on the project at the request of NHA
Target	Within 15 days of request by NHA/as per work order issued by NHA

Measurement Interval	Reporting period	Target	Penalty
Weekly	Quarterly	<=15 days	Nil
		>15 days but <=21 days	2% of invoice billed value
		>21 days but <=28 days	3% of invoice billed value
		>28 days	5% of invoice billed value

Annexure 3: Responses to pre-bid queries

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
1	Volume I	49	7.2.1	Pre-Qualification	<p>Human Resource Strength and Capability</p> <p>6 The bidder must have at least-</p> <p>a) Demonstrated capability of serving customers in Hindi, English and in (9 to 13) multi-lingual official languages (should have delivered at least 10 projects)</p> <p>b) Assurance to deploy at least 5 resources, on NHA call center, in each of the vernacular official languages (within 7 days of such request by NHA) viz. - Kannada, Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali, Odia, Punjabi or Assamese and to further scale-up as required.</p>	<p>We request 6 a to be updated as below , to allow larger participation :-</p> <p>6 a) Demonstrated capability of serving customers (should have delivered at least 10 projects)</p> <p>AND</p> <p>Demonstrated capability of serving customers in official Indian languages (9 to 13) (at least 1 project)</p>	As per RFP
2	Volume I	51	7.2.2 and 7.2.2.1.1	Pre-Qualification	<p>Criteria Details</p> <p>The Bidder experience in Voice based call center's for inbound/outbound calls in India in any of the last 3 financial years (i.e. for FY</p>	<p>In the 4 or more citations , we request for global experience to be allowed for larger participation</p> <p>also the additional mark for</p>	As per RFP

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
					<p>2017-18, FY 2018-19, FY 2019-20)</p> <p>Marks distribution as per the number of project citations: ≥ 4 citations = 25 Marks 3 citations = 20 Marks 2 citations = 16 Marks</p> <p>Additional marks- One additional mark for every one additional (besides Hindi and English) vernacular official language delivered as part of scope of the citation. It is clarified that citation must include delivery in English and Hindi besides vernacular official languages. The documentary proof must indicate clearly about the list of official languages delivered as part of scope of citation.</p>	<p>additional language should be opened to include more experience or any other language in the world</p>	

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
3	Volume I	51	7.2.2 and 7.2.2.1.1	Pre-Qualification	<p>Documents required</p> <p>Citation as per sub-section 9.3.2 (Form Tech 2: Bidders experience format) of Annexure III (Technical Proposal Format) and;</p> <p>AND</p> <p>Copy of work order/client certificate/contract copy/client project completion certificate specifying the project details and value. In case of an on-going project phased completion certificate (provided by client) should be submitted.</p> <p>AND</p> <p>In case of an on-going project phased completion certificate (provided by client) should be submitted</p> <p>AND</p> <p>A certificate from the Key Managerial Personnel of the bidder stating the criteria and the project value.</p> <p>Note- NHA reserves the right to conduct a client confirmation on the citation submitted by the bidder. The bidder is required to specify client's contact details in the format (section 9.3.2 (Form</p>	<p>For Form Tech 2 areas where customer name and details have to be provided,</p> <p>In reference to documentation, the project and customer reference cannot be provided as the project is under NDA for India customer and for Foreign client, hence request if name of the customer could be "under NDA" and Company Secretary can sign the details of Form Tech.2 and this criteria and self declaration be provided.</p> <p>The global customer are in uncertain times considering the sensitivities around jobs and outsourcing related issues, hence we will not be in a position to provide details at this time.</p> <p>The Note - client confirmation can be done at time of contract signing .</p>	As per RFP

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
					Tech2: Bidder's Experience Format), annexure-III (Technical Proposal Format))		
4	Volume I	52	7.2.2.1.2	Pre-Qualification	Proposed Resources and Team Skill Ratio # of agents employed by bidder in delivering call center voice operations as on 31-03-2020 2000 or more	We request the # of agents employed by bidder in delivering call centre VOICE operations as on 31-03-2020 to be updated to below for increasing participation :- 500 or more Less than 500, but more than 250	As per RFP
5	Volume I	16	4.2	Implementation Model	The calls will be handled by a call centre agent in Hindi, English, or any of the language as desired by the caller (as detailed in	Pls provide language wise bifurcation of calls	As per RFP

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
					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.		
6	Volume I	17	4.2	Implementation Model	Feedback shall be taken through IVRS for 100% inbound calls and as per NHA requirements for outbound.	What % of calls do we need to make for outbound to seek feedback?	As per RFP
7	Volume I	15	4.1.5	Estimated Volumes (Inbound+Outbound)	Maximum call capacity/volume (including all processes) on per day is envisaged to be 1,00,000. There may be a variation in the expected capacity/volume by +- (plus/minus) 25% and the CCSP must be flexible to incorporate such new requirements and deliver services accordingly. Bidders must be able to scale-up/down its resources (human resources and infrastructure) basis the actual requirements to manage sudden spikes in volumes.	We would require call volume patterns to plan for staffing. Also, call Trend required for last one year(day wise and hourly interval wise)	Refer corrigendum

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
8	Volume I	27	4.2.1.6	Quality Assurance	Monitoring at-least 50% calls of all the Ex./Sr Ex. during on-job training. Monitoring the performance of CCEs and Sr. CCEs on the basis of pre-approved Quality Template reviewing 5% of the calls done by CCE/Sr. CCE per month Reviewing at-least 30 calls per Ex. and Sr Ex. per month	Is there any specific sampling technique to pick the calls for Quality checks?	As per RFP
9	Volume I	64	8.1.7	Service Levels	$\left[\frac{\{(\text{Talk Time} + \text{Hold Time} + \text{After Call Work Time} + \text{Available Time} + \text{Other productive Auxiliary Time}) - \text{nonproductive Auxiliary Time}\}}{\text{Total Staffed Time}} \right] * 100$	Any specific reason for subtracting nonproductive auxiliary time from total of all type of productive time	As per RFP
10	Volume I	66	8.1.7	Service Levels	For every count of incorrect reply of e-mail 1000 inr	What is the tracking mechanism for counting the incorrect email	As per RFP
11	Volume I	56	8.1.6	Payment Terms	Volume Based discounting Table	While on one hand the daily call volumes projected is 1 lakh per day, but NHA has provided payment slabs and expecting upto 30% discount on the rates on the call volumes on a quarterly basis beyond 67,50,000 calls. By multiplying 1 lakh with 90 days the call volumes should be 90 lakhs. So is there a scope of changing the slab?	As per RFP

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
12	Volume I	56	8.1.6	Payment Terms	Payment Terms	<p>What are the payment terms – is it 30 days? Is it a Monthly Invoice or a Quarterly invoice?</p> <p>What are NHA's expectations from a vendor for doing pricing. Will it be FTE based, transaction based, calls based?</p>	As per RFP
13	I	15	4.1.5	Estimated Volumes (inbound + outbound)	<p>1. Maximum call capacity/volume (including all processes) on per day is envisaged to be 1,00,000. There may be a variation in the expected capacity/volume by +- (plus/minus) 25% and the CCSP must be flexible to incorporate such new requirements and deliver services accordingly. Bidders must be able to scale-up/down its resources (human resources and infrastructure) basis the actual requirements to manage sudden spikes in volumes</p>	<p>1. We understand that the call volume of 1,00,000 per day is the minimum commitment given by NHA to the service providers. Please confirm if our understanding is correct. If not, what is the minimum commitment.</p> <p>2. We understand that 1,00,000 calls per day is the volume expected to be handled by the executives and the calls answered at IVRS level is not included in this. Please confirm if our understanding is correct?</p> <p>3. The variance in the expected volume at +/- 25% is huge [50%] based on Industry Standards. We</p>	As per RFP

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
						<p>request you to kindly reconsider it to +/- 10%. With a variance of 50%, a lot of additional manpower and facility and capex cost get increased for the Service provider.</p> <p>4. Please provide the volume bifurcation of 1,00,000 calls per day between processes, PM- JAY, Convergence, COVID, NDHM. Also, please bifurcate it between the Inbound and Outbound verticals as there is a huge impact / difference when we consider the sizing/facility for inbound and outbound.</p>	
14	I	29/69	4.2.2 / 8.1.7	Security Requirements for Call Center / Operational Service Levels	Security Requirements for Call Center - The Call Centre Service Provider shall conduct background checks for its entire staff working in this assignment through an agency. Background checks should cover at least the following - education, criminal record, employment history etc. Call Centre Service Provider shall maintain the results and	<p>1. The background verification takes 1-2 weeks time to complete. Can we go ahead and do the background verification after the candidate has joined. If there is any negative report, those agents can be removed from the team.</p> <p>2. Also, would request for a minimum 15-30 days time for replacement of the</p>	Refer corrigendum

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
					share with NHA (if required by NHA) / Deployment of Resources at the request of NHA	agents. Since the replacement timeline mentioned in SLA is 7 days. The service provider will not get adequate time to complete the background verification and training. Please consider.	
15	I	18	4.2.1.1.1	Inbound call services	4.2.1.1.1 Inbound call services	<p>1. Please provide the process wise details of projected hourly /daily / monthly call volumes for preparing an accurate work force management.</p> <p>2. We understand that all the 4 Inbound Operations Verticals are 24/7 operations. Please confirm if our understanding is correct?</p> <p>3. What is the Peak Volume to Off peak Volume Ratio of a day /week/ month?</p> <p>4. What is the Call Distribution Pattern Half hourly Interval wise ? Please share last 3 months trend (in numbers).</p> <p>5. What is the Call Distribution Pattern -</p>	As per RFP and corrigendum. Bidder to ensure inbound operations to be 24 x 7.

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
						Daywise (from Day 1 to Day 30)?Please share last 3 months trend (in numbers).	

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
16	I	18	4.2.1.1.2	Outbound call services	4.2.1.1.2 Outbound call services	<p>1. What are the projected daily / monthly call volumes? Please provide queue wise details.</p> <p>2. What is the operational window & operational days for outbound? [9.00 am - 7.00 pm, Mon-Sat], please share desk / queue wise details.</p> <p>3. Would there be One time Allocation of Data for the Month?</p> <p>4. If it is Non One time allocation - What is the Data Allocation Pattern - Daywise (from Day 1 to Day 30)?</p> <p>5. What Total number of Calling attempts on any Non-Contactable Case permissible?(considering escalation limit)?</p> <p>7. What is the current Contactability in each queue? (share 3 months trend) [Contactability %]?</p> <p>8. What is the current AHT</p>	<p>1. As per RFP</p> <p>2. As per RFP</p> <p>3. & 4. Daily/Weekly allocation of data</p> <p>5. Redial attempts - minimum 3</p> <p>7. As per historical data of PMJAY process, contactability is between 40%-50% . Bidders may make their own projections regarding the same.</p> <p>8. As per RFP</p> <p>9. The same shall be on case by case basis.</p> <p>10. As per RFP</p>

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
						<p>Queue wise? (Please segregate AHT for Beta Period and for BAU Period for Each Queue)?</p> <p>9. What is the percentage of follow-up calls required on connected calls?</p> <p>10. What is the AHT of follow-up calls?</p>	
17	I	19	4.2.1.1	Business Services	1. The Call Centre Service Provider shall provide inbound and outbound voice call services in all the regional languages (including Hindi and English).	What would be language wise bifurcation? Please provide language wise volume / FTE count for each Inbound and Outbound queues.?	As per RFP

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
18	I	18 / 23	4.2.1.1.2 / 4.2.1.3	e-Mails process / Human Resource Requirements	The selected service provider shall handle emails process. 1. Additionally, two (2) resources (Senior Executives) needs to be provisioned for delivering the scope of work related to emails. The cost of these two resources needs to be built in to 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>1. Please provide the operational window & days of email process? [9.00 am - 7.00 pm, Mon-Sat], please share desk / queue wise details.</p> <p>2. What is the expected turn around time? [48 hrs/24 hrs]</p> <p>3. What is the daily / monthly email transactions to be handled?</p> <p>4. What is the Email Distribution Pattern Half hourly Interval wise ? Please share last 3 months trend (in numbers).</p> <p>5. Will the agents handling emails have to make outbound calls for co-ordination?</p> <p>6. if yes, what is the AHT of these calls or on an average, how many calls per day has to be done by the email agents?</p> <p>7. It is mentioned in the RFP to deploy 2 Sr. Executives for</p>	As per RFP

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						<p>handling Email queue. We understand that the email servers and the solution platform is ready with the client and we need to only integrate it to the CRM and provide the delivery.</p> <p>8. Do we need to consider backup / shrinkage for these 2 email agents?</p>	
19	I	56	15	COMPENSATIONS	<p>i. Greater than or equal 75% or less than or equal to 125% -ALL SLAs will be calculated on Actuals.</p>	<p>We request you to kindly consider a minimum 90% or a maximum up to 110% of the projected calls. All SLAs to be calculated on actuals. If the call flow is below 90% or above 110%, request you to kindly exempt the service provider from all operational SLAs.</p>	As per RFP

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
20	Vol. 1	13	4.1	4.1 Key current processes	1. It is clarified that new processes may be added by NHA as per the requirements 2. NHA call center may be integrated with various call center's set-up of states/UTs through which calls received at NHA call center may then be automatically forwarded to respective State Call Centre and vice-versa as per standards of telecom service provides and rules and regulations.	1) We suggest at least 30 days prior notice to be given before adding any process in order to complete the onboarding, training, and BGV of candidates.	Refer corrigendum
21	Vol. 1	13	4.1	4.1 Key current processes	3. Different processes may have same or different toll-free number as per the process/NHA requirement.	We understand that the cross skilling of the executives across 4 verticals are possible and the Inbound and Outbound also will be done by the same executives. Please confirm if our understanding is correct or we need to deploy separate executives for each of the 4 verticals and for Inbound and Outbound?	As per RFP. 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
22	Vol. 1	17	4.2	Detailed scope of work	15. The project shall be for a duration of three year from the date of go-live and further extendable to one more year. However, the discretion for extending the	1. We understand that it will be fixed price across 3 years and there shall be no year on year inflation allowed on the commercials. Please confirm if our understanding is	As per RFP

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					contract shall rest with the NHA on the terms and conditions provided under this RFP and acceptance of both the parties.	correct. Also, if the contract is extended after 3 years, will there be any increase in prices allowed or it will remain as the same commercials.	
23	Vol. 1	19	4.2.1.1.2	Outbound call services	Note- 2. Most of the queries / grievances may be resolved by the Call Centre Executives/Agents using the information available however for unresolved queries / grievances, the Call Centre Service Provider shall forward the cases to the concerned departments within the NHA eco-system using proper escalation mechanism.	1. We request NHA to provide the detailed escalation matrix. 2. Is there any requirement to consider client seats for NHA officials in the call center. If so, how many seats each to be considered per center. We are planning to deliver from 5 centers across India.	As per RFP. Details to be finalized with the selected bidder
24	Vol. 1	28	4.2.1.6	Quality Assurance	1 Monitoring at-least 50% calls of all the Ex./Sr Ex. during on-job training. 3 Reviewing at-least 30 calls per Ex. and Sr Ex. per month. Reports to be sent to NHA on monthly basis.	1) We suggest that the 50% monitoring during OJT to be reduced to 5% or 10% as per Industry standards. 2) We suggest that the 30 calls per Ex. and Sr Ex. per month to be reduced to 15 calls per Ex. and Sr Ex. per month	As per RFP

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25	Vol. 1	29	4.4.2	Security Requirements for Call Center	9. Periodic Information security training shall be provided to all the staff members. This must cover various security requirements.	We request NHA to share the detailed Information security guideline which needs to be covered for Call center executives?	As per RFP. Details to be shared with the selected bidder
26	Vol. 1	30	4.4.2	Security Requirements for Call Center	25. Call Centre Agents shall ask minimum data, relevant to Call Centre operation from the caller. Agents must not collect any information from the caller which is not relevant to the operations. Agents must be aware of information that needs to be asked from caller depending on the various call types.	1) NHA to clarify/provide the minimum information list which are supposed to be ask for caller.	As per RFP. Details to be finalized with the selected bidder
27	Vol. 1	30	4.4.2	Security Requirements for Call Center	27. The broad guidelines have been included in para 7 and 7.1 above of this Section and detailed guidelines will be shared with the Call Centre Service Provider for compliance.	1) IS guideline in 7.1 of this RFP is missing	Refer Corrigendum
28	Vol. 1	55	8.1.6	Payment Terms	3. Any inbound call with less than 10 seconds talk time (short calls) will not be considered for invoicing.	1) We request to consider all the calls getting transferred to the agent, as the agent's time and system time is getting utilized in this and will be included in the agent's login time. The service provider will have a cost for those calls also.	As per RFP

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						2) Requesting NHA to share the % of short calls received in past 3 months.	
29	Vol. 1	55	8.1.6	Payment Terms	4. The payment/invoicing shall be done on a quarterly basis upon submission of invoice by the Call Centre Service Provider to NHA. 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	1) We request you to kindly consider monthly payment of invoices.	As per RFP
30	Vol. 1	59	8.1.7	Service Levels	2. The service levels are divided in to 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.	1) We request NHA to provide a Beta Period of 60 days before the SLAs are made applicable.	As per RFP

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					Any holidays in between the 30 days period will be counted as part of the 30 days.		
31	Vol. 1	59	8.1.7	Service Levels	3. The penalties on individual service levels would be applied individually. However, if the total penalties exceeds by 25% of the billed amount, the aggregated penalty would be capped at 25% of the billed amount. The clause may be read in conjunction with clause 1.8 (liquidated damages and penalties) of Volume -II of this RFP	1) We request a capping of 10% on overall penalties.	As per RFP
32	Vol. 1	62	8.1.7	Service Levels	Service Level % (SL%) Formulae Calls Answered within a threshold of 10 seconds across all languages/ (Total Calls offered across all languages - Abandoned calls with less than or equal to 5 seconds queue time across all languages)	1) We request to change the SL% to be calculated at 20 seconds & not at 10 seconds. 2) The short call abandoned to be considered at 10 seconds instead of 5 seconds. 3) Please confirm if the SLA will be calculated for all the LOB's together or separately	1. As per RFP 2. As per RFP 3. SLA will be calculated for each process.

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
						(PM-JAY, Convergence, Covid-19, NDHM)	
33	Vol. 1	63	8.7.4	Operational Service Levels	Call Quality Score -All Interactions (inbound, outbound, email, SMS)	Please confirm the scope of work for SMS delivery. What is the quality expectation of email and SMS.	CCSP to integrate with SMS gateway of NHA. Refer service levels.
34	Vol. 1		8.1.7	Service Levels	<p>Caller's Satisfaction</p> <p>This is the measure of caller's satisfaction with the way their query/complaint has been handled by the Ex/Sr. Ex and/or IVRS. The Call Centre Service Provider shall be responsible for maintaining a minimum level of Caller satisfaction based on the criteria defined by NHA. The satisfaction level of callers shall be collected on a five pointer scale of 5: "Very satisfied", 4: "Satisfied" 3: "Average", 2:"Dissatisfied" and 1: "Very Dissatisfied" (Sum of- 5: "Very satisfied", 4: "Satisfied")/Total number of surveys</p>	<p>1) How will be the IVRS survey be conducted. We understand that the at the end of the call, the call center executive will transfer the call to IVRS for survey. Please confirm if our understanding is correct.</p> <p>2) How many questions would be asked to the Caller?</p> <p>3) The questions should be mutually discussed agreed between NHA and service provider.</p>	As per RFP. Modalities shall be finalized with the selected bidder

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
35	Vol. 1	66	8.1.7	Service Levels	<p>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.</p> <p>Count of FTR cases /Count of cases created</p>	1) NHA to share past 3 month's trend of overall complaints registered on call & email & FTR enquiries.	As per RFP
36	Vol. 1	67	8.1.7	Service Levels	<p>Quality of Service (QoS) Inbound Phone and e-mail. Quality of service (QoS) is the overall performance of the Call Center, particularly the performance experienced by the caller. This refers to the calls/e-mails audited by an independent third party auditor.</p> <p>Count of Survey(Very Good, Good)/Total Count of Survey</p>	1) Please share the the quantum of audits done by third party.	As per RFP

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37	Vol. 2	10	1.4	Payment Terms	<p>viii. In case of early termination of the Agreement, the payment shall be made to the Service Provider as mentioned here with:</p> <p>Assessment will be made about work done from the previous payment period, for which the payment is made or to be made till the date of the termination. The Service Provider shall provide the details of the output/services performed during this period with supporting documents. Based on such details, NHA will evaluate the submissions and if satisfied shall make such undisputed payment calculated based on the specified rate/s subject to Service Levels/penalties as laid down in the terms of the RFP.</p>	<p>1) Requesting NHA to clarify, under which circumstances would there be early termination of Agreement ?</p> <p>2) We understand that both the parties would make necessary provisions so that the agreement is seamlessly continued till maturity date. Please confirm.</p>	As per RFP
38	II	14	1.9	Termination	Termination	We recommend to have termination rights to the Service Provider as well with 60 days notice period to NHA.	As per RFP

S. No.	Volume	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHAs Response
39	II	24	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. This section shall not be applicable in case of breach of confidentiality and security obligations provided that such a breach is caused by Service Provider's act and/or omission.	We recommend to cap the liability of the Service Provider up to 2 months invoice value as per Industry Standard.	As per RFP
40	II	36	Annexure II	Non-Disclosure Agreement	Non-Disclosure Agreement	We understand that the NDA format is unilateral. We recommend to have this format Bi-lateral in which both parties confidential information should be protected.	As per RFP
41	I	20	4.2.1.2.1	Business Continuity Plan	5. NHA will conduct regular audit of BCP policies and 'dry-run' of a business exigency once in every quarter (ensuring ZERO impact on deliverables) and course correction actions taken for the same should be documented	<ol style="list-style-type: none"> 1. Please confirm the level of redundancy required on dry run. 2. Please confirm if all the agents and systems to be shifted to WFH model during dry run. 3. Please confirm what all 	As per RFP. Dry run refers to the testing of BCP to ensure that BCP is delivering 100% performance.

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						are the activities to be performed during dry run.	
42	I	54	8.1.3	Performance Guarantee	The NHA will require the selected bidder to provide at its own cost and an unconditional, irrevocable and continuing Performance Bank Guarantee/Performance security for a value equivalent to 10% of the total cost of every work order issued to the concerned selected bidder which must be submitted as per the timelines, rules and regulations mentioned in the RFP.	We request the Govt to kindly consider 5% of the Annual contract value.	As per RFP
43	I	54	8.1.1	Award Criteria	NHA will award the Contract to the successful bidder/ Call Centre Service Provider (i.e. "L1 bidder" as per section 7.2.3),	Request the Govt to kindly consider QCBS method instead of L1.	As per RFP
44	I	32	5.4	Bid Security/EMD	The Bidders shall submit, along with their bids, a Bid security/ Earnest Money Deposit (EMD) for an amount of ₹ 10,000,000 (Indian Rupees one crore) as bid security fee in the form of an irrevocable and	We request the Govt to kindly consider EMD of Rs 50 Lakhs instead of Rs 1 Cr.	As per RFP

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					unconditional bank guarantee issued by any nationalized or scheduled commercial bank (of India) in the format provided in Annexure II		
45	I	55	8.1.6	Payment Terms	The Call Centre Service Provider shall be paid for the connected calls ONLY. Not reachable and not connected calls shall not be paid for	We want to inform the Govt that even for not reachable and not connected calls, resources like manpower, time etc are being utilized. Request the Govt to pay partial amount as Service Provider need to recover the cost for the same as there is no seperate CAPEX being provided by the Govt.	As per RFP
46	I	55	8.1.6	Payment Terms	The payment/invoicing shall be done on a quarterly basis	Request the Govt to kindly consider monthly billing instead of quarterly billing	As per RFP
47	I	55	8.1.6	Payment Terms	Advance payments will not be made	We request the Govt to kindly reimburse the CAPEX on actuals after 30 days from GO LIVE	As per RFP
48	I	48	7.2.1	Pre-Qualification Criteria	Registered Legal Entity	Request the Govt to kindly consider Not for Profit organisations which are registered under Societies Act	As per RFP
49	I	48	7.2.1	Pre-Qualification Criteria	Registered Legal Entity	Request the Govt to kindly relax the clause of submission of DOT License as	As per RFP

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						it is not applicable to Organisations under Societies Act	
50	I	47	7.2.1.6	Pre-Qualification Criteria	Assurance to deploy at least 5 resources, on NHA call center, in each of the vernacular official languages (within 7 days of such request by NHA)	We want to inform the Govt that it will be difficult to recruit within 7 days. Request to kindly consider 3 weeks of time	Refer corrigendum
51	I	55	8.1.6	Payment Terms	The Call Centre Service Provider shall be paid for the connected calls ONLY.	We request the Govt to kindly confirm whether payment for connected calls for inbound/ outbound/ both.	Both Inbound & Outbound
52	I	55	8.1.6	Payment Terms	Any inbound call with less than 10 seconds talk time (short calls) will not be considered for invoicing.	We request the Govt to kindly pay partial amount for even short calls(10 seconds) as we require manpower/ resources to address the same.	As per RFP
53	I	56	8.1.6.14	Volume Based discounting	The bidder shall be required to give a quantity discount to NHA for higher volumes of the calls as per the criteria defined herein	We request the Govt to give more clarity on discounts.	As per RFP
54	I	57	8.1.6.15	Projections and Compensations	"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	We want to inform the Govt that the variance of $\pm 25\%$ is too high. We request the Govt to kindly consider $\pm 7\%$ which is standard industry terms.	As per RFP

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55	I	60	8.1.7	One time service levels	One time and Operational SLAS	We want to inform the Govt that the SLAs are too stringent. Kindly relax the clauses.	As per RFP
56	I & II					We want to inform the Govt that there is no exit clause provided in the RFP.	As per RFP
57	I	13	4.1	Note	The Inbound telephony costs (meterable) 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	We request the Govt to kindly explain which comes under meterable costs.	Costs related to Toll-Free Number
58	I	27	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 calls done by CCE/Sr. CCE per month 3 Reviewing at-least 30 calls per Ex. and Sr Ex. per month. Reports to be sent to NHA on monthly basis.	We want to inform the Govt that the ratio of Quality Manager and Ex/Sr Ex is 1:30 , i.e., ONE Quality manager will have to audit 900 Calls in a month . This seems Challenging. Kindly reconsider the ratio.	As per RFP
59	I	16	4.2	Implementation model	NHA call Centre will have the multi-lingual capacity and will be established by CCSP for inbound and outbound calls from across India.	We request the Govt to clarify regarding how many languages and implementation are required within a month as this would be challenging	As per RFP

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60	I	17	4.2	Implementation model	Access to relevant details will be provided by NHA to the Call Centre Service Provider which shall be used for addressing queries related to beneficiaries, citizen and other stakeholders. The Call Centre Service Provider shall be required to establish integration with NHAs IT System through APIs.	We request the Govt to give clarity on the NHAs existing IT system for Integration.	Will be shared with the selected bidder
61	I	17	4.2	Implementation model	Feedback shall be taken through IVRS for 100% inbound calls and as per NHA requirements for outbound.	We request the Govt to kindly consider GO LIVE as 60-90 days for implementing	Refer corrigendum
62	I	18	4.2	Implementation model	For all processes inbound/outbound the first point of contact shall preferably be IVRS and other digital technologies	We request the Govt to kindly consider GO LIVE as 60-90 days for implementing	Refer corrigendum
63	I	18	4.2	Implementation model	all 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.	We request the Govt to kindly consider GO LIVE as 60-90 days for implementing	Refer corrigendum
64	I	20	4.2	Implementation model	IVRS must have features of 'key press input' and 'speech to text'	We request the Govt to kindly consider GO LIVE as 60-90 days for implementing	Refer corrigendum
65	I	20	4.2	Implementation model	IVRS must provide multi-lingual language selection option to the caller	We request the Govt to kindly consider GO LIVE as 60-90 days for implementing	Refer corrigendum

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					(beneficiary/various stakeholders) and all the pursuant information as provided in the IVRS shall be in the language selected by the caller.		
66	I	21	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 request the Govt to kindly consider GO LIVE as 60-90 days for implementing	Refer corrigendum
67	I	28	4.2.1.7	Reporting and Analytics	The performance dashboard should be finalized within 20 days from the date of NHA's feedback and expectations.	We request the Govt that the indicators considered for the performance dashboard should be finalized in consultation with the service provider	As per RFP
68	I	28	4.2.1.7	Reporting and Analytics	Operational review findings and process recommendations	It is requested to the Govt that indicators and criteria for the reviews should be finalized in consultation with the service provider	As per RFP
69	I	17	4.2	Implementation model	It is also clarified that- for all processes inbound/outbound the first point of contact shall preferably be IVRS and other digital technologies as may be proposed by the bidder as part of its solution. However, NHA may specify certain campaigns where no agents-	We request the Govt to kindly consider GO LIVE as 60-90 days for implementing full fledge IVRS	Refer corrigendum

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					based calling will be required, and the calls shall only be delivered through IVRS and may also specify such campaigns where only agent-based calling may be there. Call Centre Service Provider shall be required to deliver services accordingly.		
70	1	15	4.1.5	Estimated Volumes (inbound + outbound)	Maximum call capacity/volume (including all processes) on per day is envisaged to be 1,00,000. There may be a variation in the expected capacity/volume by +- (plus/minus) 25% and the CCSP must be flexible to incorporate such new requirements and deliver services accordingly. Bidders must be able to scale-up/down its resources (human resources and infrastructure) basis the actual requirements to manage sudden spikes in volumes.	<p>A) Overall volume has been mentioned as 1 Lac, is there any bifurcation between the processes and INBOUND and OUTBOUND</p> <p>B) Language Wise Bifurcation required</p> <p>C) Simialry Language wise INBOUND and OUTBOUND</p> <p>D) Is Cross skilling allowed from one process to another or we need to have dedicated resources for each queue</p> <p>E) Contact % for the OUTBOUND process</p> <p>F) Any visibility on the Interval wise volume pattern for INBOUND</p>	<p>A. As per RFP</p> <p>B. As per RFP</p> <p>C. As per RFP</p> <p>D. As per RFP.</p> <p>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</p> <p>E. Refer query # 16</p> <p>F. Refer corrigendum</p>

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71	1	16	4.2	Detailed scope of work (Implementation Model)	10. The Inbound telephony costs (meterable) 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.	Toll free number provider selection is on NHA but PRI service provider selection is on bidder. However toll free number and inbound PRI provider should be from same provider. PI let us know by when post LOI , NHA could decalre the name of selected toll free provider	As per RFP
72	1	17	4.2	Detailed scope of work (Implementation Model)	The Project must go-live within 30 days of date of commencement of services.	30 days is too less for this scope of the project.We would request a revision here. Atleast of 60-75 days	Refer corrigendum
73	1	19 & 20	4.2.1.2 and 4.2.1.2.1	Infrastructure and Technology & Business Continuity Plan		<p>PI let us know the name of all locations wherein NHA wanted to operate call centres so that we can think of ways to integrate all of them plus modality of BCP etc.</p> <p>Also let us know the location for setting up DR , so that bidder can think of the approach etc and whther DR server would be setup in NHA facility or call centre facility. PI also let us know who will provide DR servers and it's specifications..</p>	As per RFP

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						PI let us know where is your DC and DR located.	
74	1	20	4.2.1.2.2	Intelligent IVRS Solution		PI let us know the the peak IVR ports consumption as per current and expected volume ...this will enable us to plan the peak IVR ports through with self service options capacity would be planned.	As per RFP
75	1	20	4.2.1.2.1	Business Continuity Plan	4. CCSPs will be responsible for providing: a. Work from home facility for agents without impacting SLA deliverables b. Laptops/Tablets to be made available with agents with active internet connection in "work from home" scenario	1. Agenta to be provided laptops/tablet..please include desktops and mobile also here. 2. Internet also be to given by Ccsp. PI allow this to be taken care by agent who is using this at home. Or else NHA/client may help CCSP on logistics to get internet at their homes including the cost of internet.	1. As per RFP 2. As per RFP

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76	1	21	4.2.1.2.3	Customer Relationship Management (CRM) and Software Solution		<p>Pl let us know the the base domain (programming language java based or php based , database tool used) etc that NHA crm uses ie backend and frontend. Also let us know whether tool is from major software provider such as Microsoft , Oracle , Salesforce , SAP etc.</p> <p>Whether any data migration from your server to any new server is required .if yes what would be the record size for transfer</p>	As per RFP
77	1	23	4.2.1.3	Human Resource Requirements	Executives qualification to be minimum ' graduate "	Suggestion is to change it to 10+2 ...	As per RFP
78	1	23	4.2.1.3	Human Resource Requirements	IT security Manager qualification - BE BTECH CSE	Please add MCA also	As per RFP
79	1	23	4.2.1.3	Human Resource Requirements	Sr Team leader qualification - 1 yr exp	Kindly relax it to 6 months - 50% of the staff is demanded to be Sr CSA and getting people with 1 year experience is challenging especially when the bidder need to hire every month to suit this 1:1 ratio	As per RFP
80	1	27	4.2.1.5	Resources Training	4. Mandatory 7 days induction training at time of joining	Pl let us know the training is billable or not; ideally if the training is more than 7 days	As per RFP

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					5. On-Job-Training of 15 days to be conducted	it is billable as the duration increases	
81	1	51	7.2.2.1.1	Bidder's Experience	All the projects cited should be in the name of the Bidder as the case may be and not in name of any parent, subsidiary or affiliate entity	Pl. allow us to show the experience of 100% owned subsidiary, as the operations are fully controlled by the parent company, and for administrative convenience, the operations are separated.	As per RFP
82	1	64	8.1.6	Payment Terms	Average Handle Time (AHT)	A) 240 sec AHT has been mentioned in the RFP, however, need to understand the bifurcation of INBOUND and OUTBOUND AHT as this is required for manpower planning B) Is there any visibility on the Actual AHT performance	A. As per RFP B. As per RFP
83	NA	NA	NA	NA	Location and seat count of call centre	Please let us know the desired location and seat count for the call centre	As per RFP

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84	2	10	1.4	Payment Terms	<p>iv. Service Provider shall obtain sign-off for each milestone completed from the Purchaser and raise invoice against the same.</p> <p>v. Power to withhold: Notwithstanding anything contained in the payment schedule, if in the opinion of the Purchaser, any work done or supply made or service rendered by Service Provider is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to withhold a reasonable portion of the payments due to the Service Provider, till such work/ supply/ service is made conforming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of the purchaser under this contract.</p>	There should be some timeline for sign off as well since the payments get delayed because of delay in sign off.	As per RFP
85	2	15	1.9.1	FOR MATERIAL BREACH	In case the Material Breach continues, post expiration of 30-day cure period, the Purchaser will have the option to terminate the	Some notice period be given for termination.	As per RFP

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					Agreement without any further notice. Any notice served pursuant to this Clause shall give reasonable details of the Material Breach		
86	2	15	1.9.1	FOR MATERIAL BREACH	(c) The Purchaser may by giving a one month's written notice, terminate the Agreement if a change of control of the Service Provider has taken place.	Please note this clause. In case it is going to affect the services the option to terminate to be exercised and not in case no change in the services.	As per RFP
87	2	15	1.9.1	FOR MATERIAL BREACH	(h) If the Service Provider fails to provide the quality services as envisaged under this Contract. The Purchaser may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing.	In this case notice for cure to be given for 30 days first	As per RFP
88	2	16	1.9.2	TERMINATION FOR CONVENIENCE	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.	In case of termination for convenience notice of 90 days to be given Also service provider to also have the right to terminate the agreement in case of non payment.	As per RFP

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89	2	17	1.12	Obligations under the Service Levels and Change Control	(iii) This Service Levels shall also govern the provision of the contracted professional services of the Service Provider to NHA and its nominated agencies after the effective date.	to add" while providing services in terms of the RFP"	As per RFP
90	2	21	1.13	Obligations, Representations and warranties of the Service Provider	t. That the Service Provider certifies that all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including but not limited to stamp duty, registration charges or similar amounts which are required to be affected or made by the Service Provider which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made;	this should be joint responsibility of both the parties	As per RFP
91	2	22	1.15	Assignment	(a) All terms and provisions of the Agreement shall be binding on and shall inure to the benefit of the Purchaser and the Service Provider. (b) The Service Provider shall not be permitted to assign or transfer any or all its rights and obligations	this has to be mutually applicable. Neither party to assign contract to any third party.	As per RFP

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					<p>under the Agreement to any third party without the prior written permission of the Purchaser.</p> <p>(c) The Purchaser may assign or novate all or any part of the Agreement and Schedules/Annexures, and the Service Provider shall be a party to such novation, to any third party contracted to provide outsourced services to Purchaser or any of its nominees</p>		
92	2	23	1.17	Notices	(f) Either Party to the Agreement or to they may change its address, telephone number, facsimile number and nominated contact for notification purposes by giving the other reasonable prior written notice of the new information and its effective date	cannot give prior notice. Intimation would be given of the change after the change is affected.	As per RFP
93	2	24	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	This may pl. be limited to 3 months average billing	As per RFP

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					Service Provider till the date on which such liability arises.		
94	2	27	1.28	Performance Bank Guarantee	NHA may invoke the performance guarantee in case the Service Provider fails to discharge its contractual obligations during the agreement term.	after having provided time to the service provider to rectify the breach	As per RFP
95	2	27	1.28	Performance Bank Guarantee	the proceeds of the guarantees shall be payable to the Purchaser as compensation for any loss resulting from the failure of Service Provider, or any team members to perform/comply its obligations under the contract.	Any direct damages we should be liable and not for losses since they cannot be determined and are subjective.	As per RFP
96	2	29	1.31	Risk Purchase	Any incremental cost borne by the NHA in procuring such Services shall be borne by the Service Provider.	This cost needs to be borne by both parties depending on the situation.	As per RFP
97	2	38	5	Term	This Agreement will remain in effect for perpetuity from the date of execution of the Agreement and/or Agreement	Term should be specified.	As per RFP

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98	2	47	Schedule: I	CHANGE MANAGEMENT PROCESS	iii. It is hereby also clarified here that any change of control suggested beyond 25 % of the value of this Project will be beyond the scope of the change control process and will be considered as the subject matter for a separate bid process and a separate contract. It is hereby clarified that the 25% of the value of the Project as stated in herein above is calculated on the basis of bid value submitted by the Service Provider and accepted by the Purchaser or its nominated agencies or as decided and approved by Purchaser or it Nominated Agencies.	The percentage may pl. be revised to 15% as the stakes may be high.	As per RFP