



Corrigendum No 1 & Pre-bid queries response

To

Request for Proposal (RFP)

PM-JAY Call Center

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

Date of Publishing RFP: 30th December 2020

Date of Publishing 1st Corrigendum: 15th Jan 2021

Annexure 1: Responses to pre-bid queries

National Health Authority (NHA) has decided to make the following changes in the RFP schedule as described in the table below-

S. NO. 1	VOLUME	PAGE NO.	SECTION NO.	SECTION NAME	STATEMENT AS PER RFP DOCUMENT	QUERY BY BIDDER	NHA RESPONSE
1	I		4.1		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 providers and rules and regulations	Integration will be carried by NHA or ATPL	NHA would help with Integration
2	I		4.1		Different processes may have same or different toll-free number as per the process/NHA requirement. It is clarified that-		As per RFP
3	I		4.1		The inbound telephony costs (meterable - Costs related to Toll-Free Number) related to Toll- Free Number (service provider shall be selected by NHA) shall be borne by NHA and all other cost/expense are to be borne by CCSP.	Toll free service provider confirmation needed so that PRI can be sourced from same provider	As per RFP
4	I		4.1		The cost related to PRI (inbound and outbound) and related infrastructure (for inbound and outbound), systems etc. shall be borne by the Call Centre Service Provider. All expenses related to outbound calls shall also be borne by Call Centre Service Provider	Ok	As per RFP
5	I		4.1		The billing of each process shall be separate	Separate PO will be shared LOB wise	As per RFP. Service Provider to submit separate invoices for each process
6	I		4.1.5		Inbound volume	100000 ± 25% variance	As per RFP
7	I		4.1.5		Since convergence is an on-going process the volume pertaining to the same may be increased over the time	Tentative volumes needed	As per RFP
8	I		4.2		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 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.	> Bifurcation of linguistic > Does ATPL need to build the IVR or will be provided by NHA	As per RFP. IVRS need to be provided by the selected bidder
9	I		4.2		Call Centre Service Provider to ensure the business continuity for all time during the contract period.	Any specific location preference for BCP	Bidder to propose the location
10	I		4.2		Provisioning of all agents by the selected Call Centre Service Provider (as per the work orders to be provided by NHA)	Will NHA be part of the interview process	NHA may decide to be a part Interview Process
11	I		4.2		Integration with NHAs IT System	List of applications/URL's needed for integration	As per RFP

12	I		4.2		Completion of training of all agents of Call Centre Service Provider	> Will training be provided by NHA > Is training billable	Process Training as Train The Trainer as per RFP shall be provided by NHA. The training hours are non billable
13	I		4.2		The Call Centre shall have capacity to ramp up/down the operations as per requirements and be able to manage sudden spikes.	Time frame to be agreed to mutually	As per RFP
14	I		4.2.1.1.1		It is envisaged that all processes shall have different dedicated Toll-free/Short code numbers.	Toll free service provider confirmation needed so that PRI can be sourced from same provider	As per RFP
15	I		4.2.1.2.1		Laptops/Tablets to be made available with agents with active internet connection in "work from home" scenario	Can we provide desktops	Bidder to propose the solution
16	I		4.2.1.2.3		The Call Centre Service Provider shall provision for a CRM and Software solution for the NHA call center which meets the below requirements-	Fields for CRM required from NHA	Bidder to propose the solution and NHA to approve
17	I		4.2.1.3		The Call Centre Service Provider to deploy adequately skilled and trained human resources for answering calls, to provide a consistent and high-quality experience. To ensure this NHA would expect the Call Centre Service Provider to deploy resources are mentioned below	> Manager - is it dedicated> Quality Manager - is it dedicated> IT security manager - is it dedicated> Project Director - is it dedicated	NHA Process requires staff to be dedicated
18	I		4.2.1.4		Psychometric Tests	Will psychometric test be pass through cost	Psychometric test is a mandatory test
19	I		4.2.1.5		Mandatory 7 days induction training at time of joining	Induction training will be provided by NHA	NHA would train the CC Partner Training Team on the product who would further impart the training to the staff
20	I		4.2.2		All staff shall sign a confidentiality agreement/NDA.	Does this include agents too	All staff shall sign a confidentiality agreement/NDA.
21	I		4.2.3		Replying to in-bound emails and responding through SMS shall be an integral part of scope under this RFP. SMS and e-mail gateway are available at NHA. The Call Centre Service Provider is required to integrate with these existing services.	Will SMS/Email gateway will be pass through	As per RFP
22	I	2	7	Scope of Work	1.1.1 PM-JAY process 4. The PM-JAY process runs outbound call service to respond to queries / grievances of stakeholders or for any specific survey or for pro-actively obtaining feedback on services delivered or any other scenario as decided by NHA. The following are some of the outbound campaigns run by NHA: a. Beneficiary Feedback campaign b. Beneficiary health Status follow up feedback call c. Hospital Empanelment Support campaign d. Beneficiary verification campaign e. Beneficiary awareness campaign f. Beneficiary mobile number verification g. PMAM advisory campaign h. Other campaigns as required	Please highlight if there is any specific questionnaire in order to target each campaign and kindly share if already available	As per RFP

23	1	2	7	Scope of Work	<p>1.1.2 Convergence process</p> <p>2. The objective of scheme convergence is to provide and improve access of validated Beneficiary Family Units to quality Primary (as applicable), secondary, tertiary inpatient care and day care surgeries for treatment of diseases and medical conditions inclusive of OPD and diagnostic care (as applicable) through a network of empaneled and non-empaneled health care providers for the risk covers defined in the operation document of partner organization for reducing out of pocket health care expenses.</p>	Kindly let us know how to get details of validated Beneficiary Family Units or please highlight the process to retrieve the same	As per RFP
24	1	3	7	Scope of Work	<p>1.1.4 NDHM</p> <p>Scope of work for NDHM process</p> <p>3. Register technical queries/complaints and forward to the respective technical teams. Follow up with technical teams for closure/ resolution.</p> <p>4. Capture views and concerns of callers, empaneled healthcare providers/Hospitals and other stakeholders regarding the initiative – and share the same with NHA team</p>	Please provide the escalation matrix if any in order to work with technical team and to followup till closure. Please provide the details of NHA team to whom the concerns to be shared along with process to be followed	As per RFP
25	1	8	7	Scope of Work	<p>1.2.1.1 Business Services</p> <p>e-Mails process</p> <p>The selected service provider shall handle emails process.</p>	Please highlight the current bandwidth or the volume of emails handled everyday to get rough estimation on the email handling desk to be set-up	As per RFP
26	1	10	7	Scope of Work	<p>1.2.1.2.1 Business Continuity Plan</p> <p>2. Technical & IT infrastructure preparedness for lockdown situation or any other situation which threatens business continuity needs to be provisioned by Call Centre Service Provider and audited by NHA regularly.</p> <p>3. Geographical spread of agents in different locations with cross training for in-bound/ outbound processes is necessary</p> <p>4. CCSPs will be responsible for providing:</p> <p>a. Work from home facility for agents without impacting SLA deliverables</p> <p>b. Laptops/Tablets to be made available with agents with active internet connection in “work from home” scenario</p> <p>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. Dry run refers to the testing of BCP to ensure that BCP is delivering 100% performance.</p>	Is there any recommendation for alternate site location for BCP	As per RFP

27	I	6	7	Scope of Work	<p>1.2 Detailed scope of work</p> <p>13. The Project must go-live within 45 days of date of commencement of services. The following shall be definition of go-livea.</p> <p>a. Provisioning of all agents by the selected Call Centre Service Provider (as per the work orders to be provided by NHA)</p> <p>b. Provisioning of entire Infrastructure and Technology as per scope defined herein</p> <p>c. Integration with NHAs IT System.</p> <p>d. Completion of training of all agents of Call Centre Service Provider</p> <p>e. Acceptance by NHA</p>	Please share the existing IT hardware details for our reference.	As per RFP
28	I	6	7	Scope of Work	<p>1.2 Detailed scope of work</p> <p>7. The selected bidder (hereinafter to be referred as 'Call Centre Service Provider-CCSP') shall provide the required IT Infrastructure/solution (Hardware/Software).</p>	Please let us know if existing infra/hardware can be used by the service provider?	As per RFP
29	NDHM Strategy Overview			NDHM Strategy Overview	Annexure-3 National Digital Health Mission: Pilot Services	Please provide brief snapshot on the functions to be handled by the service provider or let us know if these are in scope of NHA	As per RFP
30	I	9	7	Scope of Work	<p>1.2.1.2 Infrastructure and Technology</p> <p>Video conferencing facility: Call Centre Service Provider shall ensure availability of video conferencing facility at all locations of Services with NHA for frequent remote touch base regarding day to day updates, trainings, etc.</p>	Kindly let us know what all locations to be considered?	As per RFP
31	I	9	7	Scope of Work	<p>1.2.1.2 Infrastructure and Technology</p> <p>1. The Call Centre Service Provider shall provide Call Centre services on an outsourced model. Cost of the entire necessary infrastructure such as IVRS, Software, Application, Dialer, CRM, Office, space, workstation, softphone, PRIs, headsets, connectivity etc. shall be borne by the Call Centre Service Provider.</p>	We understand that we need to integrate the call centers with NHA call centre. Please clarify in detail. Also please clarify where is the NHA call centre situated and what is its existing toll free number.	As per RFP, there was various toll free numbers for various schemes we operate
32	I	22	7	Scope of Work	<p>Annexure I: IT Security Requirements</p> <p>Compliance with Aadhaar Act (as applicable) and Regulations: The Call Centre Service Provider and all their associates shall comply with the relevant provisions of the Aadhaar Act 2016 and the Aadhaar Regulations 2016, while receiving, transmitting, storing, processing or handling Aadhaar Data.</p>	Kindly elaborate	As per RFP

33	NDHM Strategy Overview			NDHM Strategy Overview	Chapter 2: Scope of the Mission 2.3 Health ID 2.3.4: For those individuals intending to seek benefit of Government subsidy schemes (as notified u/s 7 of Aadhaar Act) and those who are willing to provide Aadhaar, Unique Health ID will be generated based on Aadhaar, following the applicable statutory provisions and regulations. 2.3.10. Health ID Creation 1. Any public hospital, Community Health Centre or Health and Wellness Centre across India or any healthcare provider that is included in the health infrastructure registry will be able to support an individual in obtaining a Health ID. Patients can also obtain a Health ID by self-registration from a mobile or a web application. To create the ID, the individual will need to provide their basic individual, demographic and contact information to the consent manager at the concerned health facility.	How the Aadhar integration would be done. Kindly Clarify the process Kindly clarify on Health ID and which mobile app to be used and it is to be developed by service provider or its already existing. Kindly confirm	As per RFP
34				General	Cloud Services	Kindly let us know if the TIA is recommending to use the cloud services or cloud services to be considered for implementation of this project	As per RFP
35				General	Total Call Seats	The existing no. of call seats of the call centre is not mentioned in the RFP which to be operated and maintained by the service provider, hence requested to kindly share the Call Seats details.	As per RFP
36				General	Contract Price Escalation	The contract price escalation of Year on Year basis is not mentioned in the RFP. In view of the continuous wages and salary hike including other operation cost it is suggested to consider an escalation of 10% on year on year basis of the contract value.	As per RFP
37	II	24	RFP		1.24 Limitation of Liability	Requested to kindly incorporate the following condition which reads as "The Service Provider and the Authority each understand and agrees that there shall be absolutely no personal liability on the part of any of the employees, shareholders, partners, officers, directors, agents, authorized representatives or affiliates of the Authority or the Service Provider for the payment of any amounts due hereunder or performance of any obligations hereunder".	As per RFP
38	II	16	RFP		1.9.2 TERMINATION FOR CONVENIENCE The Purchaser may at any time terminate the Contract for any reason by giving the Service Provider an advance notice of 30 days of termination that refers to this clause.	Similarly the Service provider should also be allowed to exit the contract if the contractual terms as finalised are not fulfilled by the authority during the course of operation.	As per RFP
39	II	25	RFP		1.27 Force Majeure:	The Force Majeure is an unforeseen condition and hence the penalties during the any such unforeseen condition such as epidemic should not be considered. In context to this RFP any penalty should be levied only after the alleviation of the Pandemic crisis situation.	As per RFP

40				General	Bid submission due date extension.	Comprehending to the scope of subject project, it is significant to mention that, the offer preparation would call for a considerable time period as we shall have to organise for the various critical inputs for preparation of offer in the right earnest. But the given timeline for bid submission is quite insufficient for the purpose. Hence it is earnestly requested that kindly consider granting a time extension of at least ' 2 weeks ' time from the date of issuance of clarification to pre bid queries.	Please refer Corrigendum 2
41	1		Introduction about the project /services being proposed for procurement using custom bid functionality: 1609323871.pdf	1 Invitation to proposal	The official website for accessing the information related to this RFP is the Gem (Government EMarketplace) Portal https://gem.gov.in/ . Interested bidders are requested to submit their proposals on GeM to the "RFP" on or before 1700 hours, 29th January 2021. This invitation to bid is non-transferrable.	1. Since the GEM portal is new to us and are in the process of registering to the website. They have a procedure to create the catalogue to complete the registration on which we will have to provide the rate card also. Since each call center deal is different from each other, we will not be able to upload a generic rate card to the portal. Requesting NHA's kind intervention in resolving this issue and remove the requirement of catalogue and rate card in the registration process.2. Also, as discussed over the pre-bid meeting, requesting to kindly share the number of the NHA SPOC from GEM. Also, requesting NHA to put a request for an online end to end demo of the complete tendering process - ie. from Registration to submission of bid and opening of bids. This will empower the vendors to better understand the portal submission process and complete the bid submission without fail.3. Since approval of the catalogue will take 5 more working days and the our request may/may not be approved, we request NHAs kind help and request you to extend the bid submission timeline to 10 more working days. This will enable the vendors to successfully complete the registration process and then participate in the bidding process without any fail.	Please refer Corrigendum 2
42	1		Scope of Work:1609323883.pdf	Human Resource Requirements	Education for Executives / Senior Executive - Graduate	Can we hire mix of Graduates & Undergraduates	As per RFP
43	1		Scope of Work:1609323883.pdf	Security Requirements for Call Centre	The Call Centre Service Provider shall conduct background checks for its entire staff working in this assignment. Background checks should cover at least verification of following – education 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.	The background check will be initiated on candidate on Date of Joining and it will take 2 Weeks timelines to get complete report, hope this is Ok.	As per RFP
44	1		Service Level Agreement (SLA):1609323894.pdf	Service Levels	ONE TIME SERVICE LEVELS - On-boarding of all resources and Commencement of services -Within 5 days from the date of signing the contract between the Purchaser and the Call Centre Service Provider	The background check will be initiated on candidate on Date of Joining and I will take 2 Weeks timelines to get complete report, hope this is Ok.	As per RFP

45	1		Scope of Work:1609323883.pdf	Infrastructure and Technology	The Call Centre Service Provider shall be responsible for procurement and deployment of the routers (primary and secondary) DR site. The Call Centre Service Provider shall be responsible for maintenance of the routers placed in DR site.	a)Please clarify if there is any connectivity required between delivery location and NHA DC/DR	As per RFP
46	1		Scope of Work:1609323883.pdf	Infrastructure and Technology		b)If yes, then we understand this connectivity would be established from NHA end to all delivery locations, we need to consider routers from our end. Please confirm if understanding is correct.	As per RFP
47	1		Scope of Work:1609323883.pdf	Infrastructure and Technology		c)Let us know if we need to consider router from our end for both NHA DC/DR and delivery centre DC/DR or we need to consider router at only delivery centre DC/DR.	As per RFP
48	1		Scope of Work:1609323883.pdf	Infrastructure and Technology		d) Is there any requirement of firewall as well?	As per RFP
49	1		Scope of Work:1609323883.pdf	Infrastructure and Technology	The Call Centre Service Provider shall provide the required space, infrastructure, etc. in its premises to install Media Gateway for outbound dialling.	Our understanding is that if we are providing calling platform from our end then compatible media gateway will also come under our scope. Will NHA provide media gateway at delivery location?	As per RFP
50	1		Scope of Work:1609323883.pdf	Infrastructure and Technology	The Call Centre Service Provider is required to provide softphone	We understand calling platform is required from our end. Please confirm if this entire calling platform should be on dedicated server setup or we can propose services using our existing setup with logical segregation.	As per RFP
51	1		Scope of Work:1609323883.pdf	Business Continuity Plan	Laptops/Tablets to be made available with agents with active internet connection in "work from home" scenario	Is it mandatory to consider Laptop/Tablets for WFH scenario. Is it fine if we have capability to continue the services through VPN on company provided desktops?	As per RFP
52	1		Scope of Work:1609323883.pdf	Business Continuity Plan	Call Centre Service Provider shall also provision for outbound calls, through IVRS,	We understand IVR blast is the requirement. Let us know average volume on monthly basis and the duration of recorded message.	As per RFP
53	II		Special Terms and Conditions (STC) of the Contract:1609323890.pdf	Termination	Termination	We recommend to have termination right to the Service Provider as well with 60 days notice period to the other party.	As per RFP
54	II		Special Terms and Conditions (STC) of the Contract:1609323890.pdf	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 capped the liability of the Service Provider up to 2 months invoice value.	As per RFP
55	II		Special Terms and Conditions (STC) of the Contract:1609323890.pdf	Non-Disclosure Agreement	Non-Disclosure Agreement	NDA format is unilateral. We recommend to have this format Bi-lateral in order to safeguard CBSL's confidential information.	As per RFP

56	1		Scope of Work:1609323883.pdf	4.1 Key current processes	1. It is clarified that new processes may be added by NHA as per the requirements 2. NHA call centre may be integrated with various call centre's set-up of states/UTs through which calls received at NHA call centre may then be automatically forwarded to respective State Call Centre and vice-versa as per standards of telecom service providers 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 & BGV of candidates	As per RFP
57	1		Scope of Work:1609323883.pdf	4.1 Key current processes	3. Different processes may have same or different toll-free number as per the process/NHA requirement.	1) Is it required to have different resources for all different services. 2) How would the bifurcation be done for all these different services at agent level so that it becomes easier for the agent to handle enquiries.	As per RFP
58	1		Scope of Work:1609323883.pdf	4.1.1 PM-JAY process	1. The PM-JAY process is required to manage queries and grievances pertaining to PM-JAY scheme from various individuals and stakeholders and to serve as a central point of contact. The current set-up is delivering both inbound and outbound services.	1) Is it expected to have different resources for inbound & outbound services 2) How many resources should be provisioned for inbound & outbound. 3) NHA to share historical call volume trend for inbound, outbound & E-mail separately for manpower calculation.	As per RFP
59	1		Scope of Work:1609323883.pdf	Outbound call services	Note- 1. The Call Centre Service Provider shall provide inbound and outbound voice call services in all the regional languages (including Hindi and English).	1) NHA to share the list of languages to be catered along with language wise number calls of offered in past 6 months in order to onboard adequate manpower.	As per RFP
60	1		Scope of Work:1609323883.pdf	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 ecosystem using proper escalation mechanism.	1) NHA to share detailed escalation metrics	As per RFP
61	1		Scope of Work:1609323883.pdf	Intelligent IVRS Solution	IVRS must provide multi-lingual language selection option to the caller (beneficiary/various stakeholders) and all the pursuant information as provided in the IVRS shall be in the language selected by the caller.	1) Language Support is expected in which all languages at an Executive & IVR level.	As per RFP
62	1		Scope of Work:1609323883.pdf	Quality Assurance	The Call Centre Service Provider is expected to deploy dedicated quality assurance team for the entire duration of the contract. The quality assurance team should have the facility of remote screen viewing of agent workstations and remote call listening.	1) NHA to clarify who will provide the required applications for remote screen viewing and what are the expected features in this application.	As per RFP
63	1		Service Level Agreement (SLA):1609323894.pdf	Service Level - Average Response Time for Email-	Formulae- Sum of Response Times/ Total Number of Email Inquiry	1) Formulae given in RFP for Average Response Time is sum of response times / no. of emails inquiry (Offered). Clarification required as the standard formulae is (Sum of Response Time / Total Mail responded)	As per RFP
64	1		Service Level Agreement (SLA):1609323894.pdf	Service Level - First Time Resolution (FTR)-	This refers to the percentage of calls/e-mails resolved at first line, without the need for escalation to other support groups. The Call Centre Service Provider's agent is expected to resolve the issue or answer the question during the first contact.	1) FTR Calculation metrics need further elaboration . On what components FTR will be calculated , and what is the involvement of Repeat & Unique transactions in the calculations.	As per RFP

65	1		Service Level Agreement (SLA):1609323894.pdf	Service Levels- 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. Count of Survey(Very Good, Good)/Total Count of Survey	1) What will be the quantum of audits of third party.	As per RFP
66	1		Service Level Agreement (SLA):1609323894.pdf	Service Level - Interactions of Record Percentage	All Interactions To measure percentage of interactions recorded in CRM system. Number of cases created or modified in CRM system/Number of Interactions	1) How would the "interactions" be captured & Interaction % calculated?	As per RFP
67	1		Scope of Work:1609323883.pdf	Estimated Volumes (inbound + outbound)	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	1. The variance in the expected volume at +/- 25% is huge [50%], would recommend to go by industry standard of +/- 10%, as this requires additional manpower and infra [seats] to be available. 2. What is the volume bifurcation of 1,00,000 between processes, PM- JAY, Convergence, COVID, NDHM and further Inbound and outbound. 3. The call volume of 1,00,000 is expected to be handled by executives itself, excluding the volume managed by IVRS, is the understanding correct?	As per RFP
68	1		Scope of Work:1609323883.pdf	Inbound call services		1. What are the projected daily / monthly call volumes? Please provide process wise details 2. The Inbound operations shall be 24/7 for all queues, is the understanding correct? 3. What is the Peak Volume to Off peak Volume Ratio of a day in a week/ month? 4. What is the Call Distribution Pattern Half hourly Interval wise ?..Please share last 3 months trend (in numbers).5. What is the Call Distribution Pattern - Day wise (from Day 1 to Day 30) ?..Please share last 3 months trend (in numbers).	As per RFP

69	I		Scope of Work:1609323883.pdf	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 & days ? [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 - Day wise (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>6. How many Call Queues to be catered to / Desks/ Sub process to be managed?</p> <p>7. What is the current Contactability in each queue? (share 3 months trend) [Contactability %]</p> <p>8. What is the current AHT 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 on connected ?</p> <p>10. What is the AHT of follow-up calls?</p>	As per RFP
70	I		Scope of Work:1609323883.pdf	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
71	I		Scope of Work:1609323883.pdf	e-Mails process / Human Resource Requirements	<p>The selected service provider shall handle emails process.</p> <p>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>	<p>1. What is the operational window & days ? [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 AHT Queue wise? (Please segregate AHT for Beta Period and for BAU Period for Each Queue)</p> <p>5. What is the Email Distribution Pattern Half hourly Interval wise ?..Please share last 3 months trend (in numbers).</p> <p>6. What is the Email Distribution Pattern - Day wise (from Day 1 to Day 30) ?..Please share last 3 months trend (in numbers).</p> <p>7. Will the agents handling emails have to make out calls for co-ordination?</p> <p>8. if yes, what is the AHT of these calls?</p> <p>9. Do we need to consider backup / shrinkage for these agents?</p>	As per RFP

72	I		Payment Terms:1609323898.pdf	Projections and Compensations	b. Variance % with reference to projections- "A variance of ± 25% is expected from the projected volume, ranging from 75% (Lower Limit) to 125% (Upper Limit) of the projected volume and the service provider should be equipped to handle the same.	The variance % between lower limit [75%] and upper limit [125%] is on higher side [125% - 75% = 50%] compared to industry norms, resulting in higher manpower requirement, would recommend to consider lower limit of 90% and upper limit of 110% which would enable us to deploy optimum resources.	As per RFP
73	I		Payment Terms:1609323898.pdf	COMPENSATIONS	I. Greater than or equal 75% or less than or equal to 125% -ALL SLAs will be calculated on Actuals.	We shall recommend, Greater than or equal 90% or less than or equal to 110% -ALL SLAs will be calculated on Actuals.	As per RFP
74	I		Payment Terms:1609323898.pdf		ii. Less than 75% -Volume % Less than 75% will be translated to Connect Minutes as per the below formula and paid to vendor over and above the actual Connect Minutes for the invoice month: - Formula: -(% less than 75 % of the invoice month × Calls Projected for the invoice Month) × AHT of the invoice Month (Minutes)	ii. Less than 90% -Volume % Less than 90% will be translated to Connect Minutes as per the below formula and paid to vendor over and above the actual Connect Minutes for the invoice month: - Formula: -(% less than 90 % of the invoice month × Calls Projected for the invoice Month) × AHT of the invoice Month (Minutes)	As per RFP
75	I		Payment Terms:1609323898.pdf	d. ALL SLAs will be calculated on Actuals.	Greater than 125% waiver on below listed SLAs will be granted to the service provider as per the conditions detailed below: -	We shall recommend exception on SLA, Ans and Abandoned % on the days wherein calls offered is greater then 110% of projected volume.	As per RFP
76	I		Scope of Work:1609323883.pdf	1.2.1.3 Ratio of staff members	One Quality Manager for every 30 executive/senior executives or part thereof.	1) One quality manager is required for every 30 executive. 2) This needs clarity, whether a quality Manager is required or a QA or QTL ?	As per RFP
77	I		Scope of Work:1609323883.pdf	1.2.1.6 Quality Assurance	The quality assurance team should have the facility of remote screen viewing of agent workstations, and remote call listening. The quality assurance team is responsible for the following, but not limited to	1) NHA to clarify who will provide the required applications for remote screen viewing and what are the expected features in this application.	The CCP to provide required applications for remote screen and call monitoring
78	I		Service Level Agreement (SLA):1609323894.pdf	1.1.1 Service Levels	As defined in the "training" section4.2.1.4 basis on the workshop arranged by NHA---100% attendance, Attendance < 100%, ---₹ 5,000 per resource being absent.	1) NHA to provide the list of exceptional scenarios for exempting this clause.	As per RFP
79	I		Service Level Agreement (SLA):1609323894.pdf	1.1.1 Service Levels	1. Service Level % (SL%)	1) NHA to provide daily / weekly/ monthly interval wise projections with 95% accuracy, 45 days in advance for provisioning the required manpower.	As per RFP
80	I		Service Level Agreement (SLA):1609323894.pdf	1.1.1 Service Levels	2. Call abandoned rate-	1) NHA to provide daily / weekly/monthly interval wise projections with 95% accuracy, 45 days in advance for provisioning the required manpower.	As per RFP
81	I		Service Level Agreement (SLA):1609323894.pdf	1.1.1 Service Levels	3. Call Quality Score	1) NHA to share the Formula to calculate the Quality score for all Interactions (inbound, outbound, email, SMS).	As per RFP
82	I		Service Level Agreement (SLA):1609323894.pdf	1.1.1 Service Levels	4. Caller's Satisfaction	1) We suggest that "Level 3" should also be considered as "Yes". Since there are many complaint calls also landing at contact center? 2) What are the parameters or question being asked to the resident? 3) We suggest that the question should be related only to the services being provided by the Call center Executive 4) The questions should be mutually discussed & agreed by both the parties	As per RFP
83	I		Service Level Agreement (SLA):1609323894.pdf	1.1.1 Service Levels	6. Agent Productivity	1) Is it applicable only for inbound or all the Interactions (inbound, outbound, email, SMS). 2) Same formula cannot be used for all the interactions	As per RFP

84	I		Service Level Agreement (SLA):1609323894.pdf	1.1.1 Service Levels	7. Average Response Time for Email	<p>1) How would the e-mails be replied, does the vendor need to use SRT for all the e-mails?</p> <p>2) What should be done if SRT's is not available?</p> <p>3) Will such e-mails be removed from the calculation</p> <p>4) What needs to be done for SPAM e-mails?</p> <p>5) What needs to be done in case Resident is sending multiple e-mail in a day with same or different queries?</p> <p>6) Is there a limit on how many queries of same or different residents to be replied through one e-mail ?</p>	As per RFP
85	I		Service Level Agreement (SLA):1609323894.pdf	1.1.1 Service Levels	9. First Time Resolution (FTR)	<p>1) What is current FTR rate?</p> <p>2) 80% FTR seems to be high considering the nature of service that NHA is providing.</p> <p>3) We suggest that the target to be finalised after completion of Beta period of 30 days to gauge what is the maximum FTR that can be delivered</p>	As per RFP
86	I		Service Level Agreement (SLA):1609323894.pdf	1.1.1 Service Levels	10. Quality of Service (QoS)	<p>1) We suggest that "Average" should also be considered as "Yes". Since there are many complaint calls also landing at contact center.2) What are the parameters or question being asked to the resident.3) We suggest that the question should be related only to service being provided by the Call center Executive</p>	As per RFP
87	I		Service Level Agreement (SLA):1609323894.pdf	1.1.1 Service Levels	15. Deployment of Resources at the request of NHA	<p>1) 15 days for hiring the appropriate candidate with all the requirements mentioned in the RFP is less.</p> <p>2) In addition this Background verification involves approx. 15 to 20 days, in turn increasing the hiring time.</p>	As per RFP
88	I		Payment Terms:1609323898.pdf	1.1.6 Payment Terms	2. The Call Centre Service Provider shall be paid for the connected calls ONLY for both Inbound & Outbound. Not reachable and not connected calls shall not be paid for.	<p>1) Is this clause applicable only for outbound calls Clause - "Not reachable and not connected calls shall not be paid for."</p> <p>2) What is the current Not reachable and not connected % for NHA?</p> <p>3) As per observation <35% outbound calls normally gets connected to the resident . This will have a huge impact on the productivity of the executives.</p> <p>4) We suggest that all the efforts made by Ex./Sr Ex. regardless of reachable or Not reachable and connected or not connected should be considered for billing.</p>	As per RFP
89	I		Payment Terms:1609323898.pdf	1.1.6 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. SLA will be calculated separately for each process.	<p>1) We propose a monthly billing/payment for this project.</p>	As per RFP
90	I		Payment Terms:1609323898.pdf	1.1.6 Payment Terms	General	<p>1) How would the billing be done for Outbound, E-Mail</p> <p>2) We propose 90% Minimum Guarantee on inbound, outbound, email & SMS.</p>	As per RFP

91	I		Payment Terms:1609323898.pdf	1.1.6 Payment Terms	<p>PROJECTIONS (on 45 days rolling basis): -</p> <p>a. Calls projections will be derived as per the below illustration- “The projections of the upcoming month will be on the basis of calls trends of the previous 2 months. The same should be calculated on 16th day of every month to determine a 45 days advance forecast” Call projections shall be based on combined inbound + bound calls for all the processes together. For Example- Calls received for the period 16th of March 2020 – 15th of May 2020= 1,00,000. Call Projections for July 2020 = (1,00,000)/2 = 50,000</p> <p>b. Variance % with reference to projections- “A variance of ± 25% is expected from the projected volume, ranging from 75% (Lower Limit) to 125% (Upper Limit) of the projected volume and the service provider should be equipped to handle the same. However, if the variance is more than ± 25% of the projected volume, NHA will compensate the service provider as detailed below: -</p>	1) Who will be sharing monthly projections?	45 day rolling projection is based on last 45 days of call volume trend
92	I		Project Experience and Qualifying Criteria Requirement:1609323909.pdf	Section 8: Independent External Monitor/Monitors	Section 8: Independent External Monitor/Monitors (Complete Para)	<p>1) From where will the Appointed monitor will be operating.</p> <p>2) If from CBSL, then who will bear the Monitor seat cost CBSL or NHA ?</p>	As per RFP
93	I		Payment Terms:1609323898.pdf	Payment Terms	<p>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>	1) NHA to Elaborate on this clause	As per RFP
94	I	35	5.8	Authorized Signatory and Authentication of Bids	The power of attorneys/board resolution of the Bidder must be submitted along with the prequalification proposal.	Kindly confirm if we can share letter of authorization along with the resolution from board of directors for the tender.	As per RFP
95	I	17	4.2	Detailed scope of work	Based on standard operating procedures (SOP) of NHA the calls may be routed/transferred/forwarded to States/UT's/other agencies/schemes and vice-versa. 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 and technology support related to above activities shall be borne by the CCSP.	Please share the approximate volume split of calls that will hit IVRS and get transferred to other states/UT's/Other agencies and also the calls that will get transferred after agent interaction.	As per RFP
96	I	17	4.2	Detailed scope of work	Based on standard operating procedures (SOP) of NHA the calls may be routed/transferred/forwarded to States/UT's/other agencies/schemes and vice-versa. 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 and technology support related to above activities shall be borne by the CCSP.	We assume that calls to be routed/transferred/forwarded to States/UT's/other agencies/schemes will be through PSTN call, please validate our assumption. Please share the Average Handling Time of such calls including the time spent by the caller with the transferred party (States/UT's/other agencies/schemes).	As per RFP
97	I	19	4.2	Detailed scope of work	Call Centre also shall have the capabilities to run certain projects, where no agents-based calling will be required, and the calls shall only be delivered through IVRS.	Please share the approximate volume of outbound calls that needs to be made through IVR and also the Average Handling Time of IVRS based outbound calls.	As per RFP

98	I	18	4.2	Detailed scope of work	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 assume that NHA will collect the calls over Toll Free Number and transfer the calls to the CCSP. Please validate our assumption.	As per RFP
99	I	21	4.2.1.2.2	Intelligent IVRS Solution	IVRS must have features of 'key press input' and 'speech to text'	Please share the approximate percentage of Inbound calls for which Speech to Text based input is required in IVR.	As per RFP
100	I	21	4.2.1.2.2	Intelligent IVRS Solution	IVRS must have features of 'key press input' and 'speech to text'	Please let us know the languages for Speech to Text based input mandatorily required in the IVR.	As per RFP
101	I	23	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	Please share more details on how geo location of callers are currently identified. If NHA is collecting the calls using Toll Free numbers and transferring it to the CCSP , please confirm if NHA will ensure that NHA's telecom provider shares the geolocation details of each call with CCSP for providing appropriate call treatment.	Will be finalised along with selected bidder and telecom service provider
102	I	18	4.2	Detailed scope of work	The Project must go-live within 45 days of date of commencement of services. The following shall be definition of go-live a.Provisioning of all agents by the selected Call Centre Service Provider (as per the work orders to be provided by NHA) b. Provisioning of entire Infrastructure and Technology as per scope defined herein c. Integration with NHAs IT System. d. Completion of training of all agents of Call Centre Service Provider e. Acceptance by NHA	Please share more details on the NHAs IT system that needs to be integrated. Please confirm if NHA will provide extension if there are any delays from NHAs side for integrating NHAs IT system with CCSP IT system/platforms	As per RFP
103	I	18	4.2	Detailed scope of work	The Project must go-live within 45 days of date of commencement of services. The followingshall be definition of go-live a.Provisioning of all agents by the selected Call Centre Service Provider (as per the workorders to be provided by NHA) b. Provisioning of entire Infrastructure and Technology as per scope defined hereinc. Integration with NHAs IT System.d. Completion of training of all agents of Call Centre Service Providere. Acceptance by NHA	Please let us know if 45 days go-live period can be extended since the entire Technology setup needs to be provisioned.	As per RFP
104	1	7	2	Fact Sheet	Due date for submission is 20th Jan'21	As the registration process on the GeM portal takes time, we request to kindly provide extension of 3 weeks for submission	Please refer Corrigendum 2