

No.1/41/2009-IR(Vol.II)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training

North Block, New Delhi-110001
Dated:27.6.2012

NOTICE

The replies to the queries raised by the firms who participated in the pre-bid conference on 19.6.2012 of the Project "RTI Call centre and portal" and the queries received through email are attached. Also attached is a copy of the figure 6 from Volume I on deployment architecture which was missed in the RFP.

Sarita Nair

(Sarita Nair)
Under Secretary(IR)

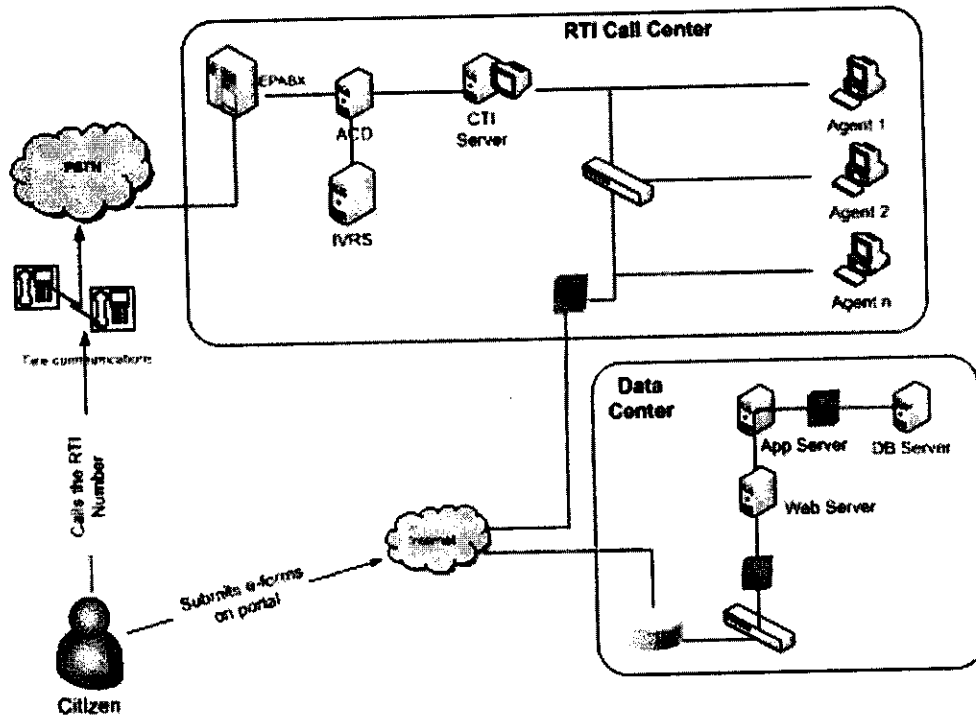


Figure 6 :Deployment Architecture

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
1.01			Operations	Is there a location preference for the IA to setup and operate the call center from?	Preferred Location : NCR Region, BSNL Zone
1.02			Solutions	Do we have an existing logical prescribed script available IVR functionality?	Not available now
1.03			Solutions	Disconnected calls & subsequent callbacks from the customer will be aggregated for qualifying a payment eligibility subject to the 10 second rule applicable to the aggregate. Please confirm.	Yes ! Will be aggregated if it is within 10 second
1.04			Operations	Against the given volumes of RTI application and first appeals, what has been the historical trend on status requests and RTI FAQs?	At present, act does not provide for seeking status request
1.05			Technology	Is there a preference on the expected telephony environment Avaya/Cisco	No specific preference
1.06			Operations	Payment terms limit payment to per connect minute, however Portal SLAs indicate a penalty on Portal O&M amount. Can this be clarified?	Call payment is separate Portal SLAs are Separate
1.07			Solutions	Can Department of Personnel & Training provision a uniform percentage (of the total RTI applications received) for all the bidders from the volume standpoint ? The same shall help all the bidders arrive at their respective costing and hence facilitate a fair comparative evaluation.	Please refer RFP Volume 1 at point 2.1
1.08			Bid Management	Can the final submission date be pushed by a week, given that most of the questions/clarifications have happened today?	Department shall consider

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
2.01	Vol-1	1.3.3	CC Executive	Indirect interface at portal will be intranet of internet With limit of logins	CC Executive shall access the CRM
2.02	Vol-1	1.3.3	CC Executive	Can this be integrated with CRM	CC Executive shall access the CRM
2.03	Vol-1	2.1.1	Call center communication channel	How is the procedure for deduction amount from his phone bill if he is prepaid subscriber	Landline & Mobile [Pan India Operators]
2.04	Vol-1	3.1.1	setup of CC	IVRS flow chart with content and recording files	Yes
2.05	Vol-1	6.3 (b)	Reports from call centre	standard format required for reports and billing	Shall be standardized once the SA is identified
2.06	Vol-3	10.2 (a)	first call resolution	will they consider repeat call if yes than what is the definition of repeat call and the calculation method	1. Call cannot exceed 24 minutes. If it exceeds, it would be repeat calls 2. Any call repeated shall be a fresh call 3. Any call within 10 seconds shall be agregated call. 4. Any call after 10 seconds shall be considered repeat calls
2.07	5.3.2.1	Email	Implementation Agency should implement an Email system which shall support the email requirements specified in this RFP	Would DOPT would provide email id with smpt access for sending email notification. If Implementation agency to provision smtp gateway for email alert/ notification, please confirm.	DoPT shall facilitate with a domain name Email shall be managed by the SP

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
2.08	8	Setup, Operate and Maintain RTI Call Centre	The Implementation Agency can use its existing Call Centre facility or choose to set up the Call Centre to provide services and service levels specified in this Request for Proposal.	Can Implementation Agency propose its existing technology Infrastructure (IVRS, ACD, Logger, Network etc supporting other customers) on a logically separated network for DOPT call centre services ? Deployment of dedicated state of the art call centre Infrastructure would be an expensive solution therefore we suggest for a shared IT infrastructure for call centre services on a logically separated VLAN.	Yes
2.09	3.1.1	Setup, Operate and Maintain RTI Call Centre	There is no provision of outbound calls to take care of activities stated in point (c) above.	It has been mentioned that no provision of outbound calls. This indicates that Implementation agency not to provision any dialer. Please confirm	Yes (Outbound calls not allowed)
2.10	3.1.1	Setup, Operate and Maintain RTI Call Centre	The Implementation Agency can use its existing Call Centre facility or choose to set up the Call Centre to provide services and service levels specified in this Request for Proposal. However, in both the above cases, cost of call Centre set-up/operations/maintenance shall be factored in the quoted “per connect minute” rate in the commercial bid.	PRI lines for both the tolled numbers would be owned and provisioned by DOPT. Our understanding on Service provider scope is that to coordinate with the TSP for the termination of the link. Please confirm.	Yes

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
2.11	3.1.1	Setup, Operate and Maintain RTI Call Centre	Implementation Agency shall design and develop the required Interactive Voice Response System flow in consultation with the Department of Personnel & Training.	Can DOPT share the IVR flow ?	No DOPT shall share the same with the domain expert
2.12	3.1.1	Setup, Operate and Maintain RTI Call Centre	Implementation Agency shall provide a dedicated link with appropriate bandwidth between the Call Centre and the Data Centre / Disaster recovery Centre for enabling this periodic data transfer.	Would this link cost would be a part of the connect minutes or would be charged to DOPT separately ? Please confirm	1. IA has to bundle the cost with commercials 2. Department shall not provision
2.13	3.1.1	Setup, Operate and Maintain RTI Call Centre	The software licenses required for the deployment of Portal must be perpetual licenses purchased in the name of Department of Personnel & Training.	Would this software cost would be a part of the connect minutes or would be charged to DOPT separately ? Please confirm	1. IA has to bundle the cost with commercials 2. Department shall not provision

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
2.14	4.2.6.3	SMS Gateway Specifications	Implementation Agency should build capabilities to link to the SMS Gateway hosted by third party	Our understanding is that the DOPT would provision the sms gateway through a third party and whatever charges for outgoing/incoming sms would be under the scope DOPT. Implementation Agency scope is to integrate the sms with the portal. Please confirm	1. IA has to bundle the cost with commercials 2. Department shall not provision
2.15	RFP Volume III (2.7)	USE AND ACQUISITION OF ASSETS (# a, h)	In case of call centre, portal, DC & DR, take all reasonable and proper care of the entire hardware and software, network or any other information technology infrastructure components used for the Project and other facilities leased / owned by the Implementation Agency exclusively in terms of the delivery of the Services as per this Agreement (hereinafter the "Assets") in proportion to their use and control of such Assets which will include all upgrades/ enhancements and improvements to meet the current needs of the Project	Does this means that all call centre IT equipments including, IVRS, ACD, Voice Logger, domain controller, Network Infrastructure, servers, Desktops, SAN etc would be dedicated for RTI call centre & Portal services ?	Yes

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
2.16	USE AND ACQUISITION OF ASSETS (# a, h) RFP Volume III (2.7)	In case of call centre, portal, DC & DR, take all reasonable and proper care of the entire hardware and software, network or any other information technology infrastructure components used for the Project and other facilities leased / owned by the Implementation Agency exclusively in terms of the delivery of the Services as per this Agreement (hereinafter the "Assets") in proportion to their use and control of such Assets which will include all upgrades/ enhancements and improvements to meet the current needs of the Project	Can Implementation agency propose a shared Technology Infrastructure (IVRS, ACD, Logger, domain controller, Network Infra) on a secured logically separated VLAN for DOPT services.		RTI Infra shall be exclusive for this project
2.17	3.1.2	Develop, Implement and Maintain RTI Portal	The software licenses required for the deployment of Portal must be perpetual licenses purchased in the name of Department of Personnel & Training.	Does this include all the Server OS, database licenses and other software required for deployment of of portal at Primary and DR data centre. Please clarify and elaborate.	Yes Sharing with other systems is not allowed

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
2.18	3.1.2	Develop, Implement and Maintain RTI Portal	The software licenses required for the deployment of Portal must be perpetual licenses purchased in the name of Department of Personnel & Training.	The cost of the software procured on DOPT name would be charged separately or would have to be included in the connect minute cost. Please clarify	The IA shall bear all the costs. However, the licences shall be bought only in the name of the department
2.19	2 Solution Overview	call Centre which would provide information on RTI Act, file RTI / First appeal applications over the phone	We assume that the validations towards a complete information for RTI/First Appeal applications would be provided by the Ministry. Please confirm		IA's domain expert shall facilitate
2.20	2 Solution Overview	b. Web PortalDevelop a portal which would provide information on RTI Act, file RTI / first appeal application online and track the application/first appeal status and maintain the Portal.	How to authenticate residents to provide tracking information to them, e.g. URN, Phone Number etc.		IA to come out with a solution

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
2.21	2 Solution Overview	Call Centre and Portal would be integrated to ensure timely information flow to and fro between Call Centre and the Portal application	Will the updates to the portal be real-time? If so, are we supposed to maintain a common database?		Yes If the databases are not common, they have to be synchronised
2.22	2 Solution Overview	Sends response to applicant electronically and by post	What all details needs to be captured, e.g. name, demographic information, preferred mode for getting response etc.		RFP provides complete details IA shall come out with an optimal solution, which shall be examined by the department before deployment. IA's domain expert shall facilitate
2.23	2 Solution Overview	Is there any need to verify the applications/ appeals before it is visible to the RTI officials on the portal			All inputs received shall be transmitted to the concerned Department
2.24	2 Solution Overview	The Portal application will be hosted on servers to be located in Data Centre	Will this be the Implementation Agency 'Data Center' or elsewhere? Please clarify		Data center shall be at the IA's control while department shall explore possibilities of strategic controls

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
2.25	2 Solution Overview	The Portal application will be hosted on servers to be located in Data Centre	If the portal is hosted on some other data center, will the Implementation Agency be provided remote connection privileges?		This is in the IA's scope
2.26	2 Solution Overview	2.2 Proposed Alternate Communication Channels	Send an RTI application/First appeal directly by post to the Central Government Public Authority	Will the Implementation Agency key in the details on the Portal	No
2.27	2 Solution Overview	2.2 Proposed Alternate Communication Channels	Send an RTI application/First appeal directly by post to the Central Government Public Authority	If the answer to above is YES, is the implementation agency supposed to scan the hardcopy and tag it with the created record/ticket?	Scanning to be undertaken by public authority
2.28	2 Solution Overview	2.2 Proposed Alternate Communication Channels	RTI requests via all the above mentioned channels shall be logged in the proposed Portal application.	What role would the Implementation Agency have in cases wherein the RTI Application is directly filed on Portal?	The IA shall route the application to the department.
2.29	2 Solution Overview	2.2.1 Call Centre Communication Channel	The mandatory requirement is to charge RTI application fee (Rs.10/-) from the caller without physical transaction of money	Will there be any integrations required on the Call Center application OR the portal towards this?	YES

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
2.30	2 Solution Overview	2.2.1 Call Centre Communication Channel	There will also be a provision for informing applicants of their Unique Reference Numbers (URN) through SMS	Will the ministry be sharing the SMS Vendor details and the required API or is it for the Call center to choose from?	IA may choose
2.31	2 Solution Overview	2.2.1 Call Centre Communication Channel	Once the Caller will make the payment of statutory RTI fee against its URN by calling/ sending SMS to "RTI fee line", then only after receiving the confirmation of the payment of RTI fee	What kind of integration is expected towards this procedure? Will the "RTI field line" respond back with the URN and confirmation online or the Implementation Agency needs to fetch this information?	IA shall fetch the information
2.32	2 Solution Overview	2.2.1 Call Centre Communication Channel	Caller is required to make payment of Statutory RTI fee within 24 hours of receiving the Unique Reference Number.	Will the URNs wherein the statutory fee is not received within 24 hrs, be flagged off from the database?	1. It shall be flagged off 2. The citizen shall be intimated
2.33	2 Solution Overview	2.2.1 Call Centre Communication Channel	The Call Centre will currently support operations in two languages - Hindi and English	Will the portal be expected to support both English as well as Hindi?	Yes
2.34	2 Solution Overview	2.2.1.1 Call Centre Access Numbers	URN Number	What would be the naming convention of the URN Number?	IA shall come out with a solution

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
2.35	2 Solution Overview	2.2.2 Web Portal Communication Channel	A provision will be made to send Unique Reference Numbers to citizens by SMS and or e-mail after the submission of their RTI applications	Will ministry be proving the Implementation Agency with the SMS and Email User credentials?	No
2.36	2 Solution Overview	2.2.2 Web Portal Communication Channel	A provision will be made to send Unique Reference Numbers to citizens by SMS and or e-mail after the submission of their RTI applications	Will ministry be proving the Implementation Agency with the SMS and Email Templates?	IA shall work out for a solution with domain expert
2.37	2 Solution Overview	2.2.2 Web Portal Communication Channel	There will be a Management Information System in the Portal to be developed by Implementation Agency	Will the ministry be providing the formats for various reports required?	Yes
2.38	2 Solution Overview	2.2.2 Web Portal Communication Channel	Will the ministry provide with the access privileges details for MIS section, i.e.. Which user can view what?		Yes

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
2.39	2 Solution Overview	2.2.2.1 Payment Gateway service	The provision of a payment gateway facility allows citizens to pay their RTI application fee online (via Portal channel) using any Visa/Master Credit/Debit card or using Internet Banking facility	Will there be only portal based payment gateway?	Yes details of designate bank shall be intimated to the IA by Department
2.40	2 Solution Overview	2.2.2.1 Payment Gateway service	The provision of a payment gateway facility allows citizens to pay their RTI application fee online (via Portal channel) using any Visa/Master Credit/Debit card or using Internet Banking facility	Will there be any requirement of IVR based payment gateway?	Yes
2.41	2 Solution Overview	2.2.2.1 Payment Gateway service	Card details of citizens will be protected by encrypting the data on a Secure Socket Layer (SSL) connection	Who would certify the required integration on the Portal? Will only the listed third party auditors be authorized to do so?	All Government of India portals are subject of audits by prescribed 3rd Party Audit Agency (3PAA). In this case also a 3PAA shall be involved prior to Pilot Golve

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
2.42	2 Solution Overview	2.2.2.1 Payment Gateway service	Card details of citizens will be protected by encrypting the data on a Secure Socket Layer (SSL) connection	Will there be any involvement of the Ministry towards co-ordination with SBI?	Department shall facilitate the same
2.43	2 Solution Overview	2.2.2.1 Payment Gateway service	Card details of citizens will be protected by encrypting the data on a Secure Socket Layer (SSL) connection	Will there be any involvement of the Ministry towards co-ordination with Auditing agency?	Department shall facilitate the same
2.44	2 Solution Overview	2.2.2.1 Payment Gateway service	Card details of citizens will be protected by encrypting the data on a Secure Socket Layer (SSL) connection	Will the ministry provide the Implementation Agency with its merchant credentials of SBI?	Department shall facilitate the same
2.45	2 Solution Overview	2.2.2.1 Payment Gateway service	Payment Gateway shall then send a response back to Department of Personnel & Training Portal	What all details is the Implementation Agency expected to tag with the record?	This shall be as per the prescribed norms in online payment mechanims of other Core Gol portals
2.46	2 Solution Overview	2.2.2.1 Payment Gateway service	Payment Gateway shall then send a response back to Department of Personnel & Training Portal	Is the Implementation Agency expected to keep record of all attempts made at the payment gateway OR only the last one?	Yes

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
2.47	2 Solution Overview	2.2.2.1 Payment Gateway service	RTI Portal shall also conduct an independent verification of the completed transaction directly with the Payment Gateway server	Please elaborate on the type of connectivity of the Portal with the Payment Gateway here.	IA shall come out with a proposal in this regard
2.48	2 Solution Overview	2.2.2.1 Payment Gateway service	Sandbox/ Development environment is required for payment gateway integration. Pls confirm on who would provide be providing this?		IA shall ensure one
2.49	2 Solution Overview	2.2.3 Dropped calls or Web Portal Interruptions	Dropped Call	Does this section/workflow applies to abandoned calls also?	Yes
2.50	2 Solution Overview	2.2.3 Dropped calls or Web Portal Interruptions	Dropped Call	Will there be any duplicity check involved with respect to such applications for out calling? If so, what would be the logic?	No outcalling allowed
2.51	2 Solution Overview	2.2.3 Dropped calls or Web Portal Interruptions	Portal shall auto save applications periodically	Will the saving be automated for every field or is this section based?	Section Based preferred

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
2.52	2 Solution Overview	2.2.3 Dropped calls or Web Portal Interruptions	Portal users to be able to retrieve last saved application status in case their connectivity to the Portal is disrupted	Since the URN would not be available to the user up to this point of time, how does the user searches for the record?	Logon transaction may be utilised
2.53	2 Solution Overview	2.2.3 Dropped calls or Web Portal Interruptions	the solution shall be designed to retain the incomplete RTI applications / first appeals only for a period of 12 hours	Are these records to be removed after 12 hours?	Should not be removed, they have to be archived
2.54	2 Solution Overview	2.2.4 Department of Personnel & Training Applications dealing with subjects related to different central public authorities	the nodal Central Public Information Officer will have the facility to forward the application to multiple Central Public Information Officers via the Portal	What would be the maximum number of forwarding's required?	This is in the Department's scope. Department shall have full control on unlimited forwarding
2.55	2 Solution Overview	2.2.4 Department of Personnel & Training Applications dealing with subjects related to different central public authorities	the nodal Central Public Information Officer will have the facility to forward the application to multiple Central Public Information Officers via the Portal	Will the Nodal Authority be breaking the relevant information and assigning/forwarding to the required department?	This is in the Department's scope. Department shall have full control on unlimited forwarding

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
2.56	2 Solution Overview	2.2.4 Department of Personnel & Training Applications dealing with subjects related to different central public authorities	the nodal Central Public Information Officer will have the facility to forward the application to multiple Central Public Information Officers via the Portal	We presume that the Ministry would provide with the complete mappings for escalations. Please confirm?	This is in the Department's scope.
2.57	3 Scope of Work	3.1 Scope of Work	Provisioning of Data Centre- Disaster Recovery services for hosting of RTI Portal	Will this data center/DR site be at Implementation Agency's premises OR somewhere else?	Not mandatory to be present at the IA's premises. Preferably, either DC or DR shall be in the NCR while the other (DR or DC) shall be at a different seismic zone
2.58	3 Scope of Work	3.1.1 Setup, Operate and Maintain RTI Call Centre	This Customer Relationship Management application shall act as a temporary storage location for RTI Application/First appeals.	Please elaborate.	Until the application gets passed through the portal to the concerned department, it shall be in the CRM zone not exceeding 24 hours
2.59	3 Scope of Work	3.1.1 Setup, Operate and Maintain RTI Call Centre	Implementation Agency shall build a FAQ database for Call Centre agents by conducting a study of the functioning of select 10 Central Public Authorities to prepare the same	As per understanding the Implementation Agency is supposed to create the initial set of FAQ. Will there be information shared from the ministry on any additions/modifications to the FAQ?	Department shall facilitate the same in the beginning. However, the Domain expert shall play a vital role in formulation of the same

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
2.60	3 Scope of Work	3.1.1 Setup, Operate and Maintain RTI Call Centre	Implementation Agency shall build a knowledge bank of information for all Central Public Authorities.	Does the Ministry envisage a tool in portal for submission of Knowledge Base documents by the Nodal Officers OR it would only be done by Implementation Agency?	This is in the scope of IA
2.61	3 Scope of Work	3.1.1 Setup, Operate and Maintain RTI Call Centre	Implementation Agency shall develop suitable integration interface to enable information exchange between Call Centre and RTI Portal.	Does the Implementation Agency need to append all the records OR records matching certain conditions?	All records
2.62	3 Scope of Work	3.1.1 Setup, Operate and Maintain RTI Call Centre	In case of involvement of Third Party testing agency by Department of Personnel & Training	What level of testing would be conducted by the Third Party appointed by the Ministry?	3PAA shall conduct a thorough audit of RFP conformity, Security of Portals, Security at Call Centres

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
2.63	3 Scope of Work	3.1.1 Setup, Operate and Maintain RTI Call Centre	third party audit agency to conduct scheduled and unscheduled quality audits on a regular basis. Implementation Agency to provide complete support to the third party audit agency. Deficiencies figured out in these audits shall be rectified by Implementation Agency at no additional cost	Pls clarify, if this development would only be part of agreed/signed off SRS? Anything beyond, would have associated charges.	Anything beyond the scope shall be treated as a separate CCN (Change Control Note)
2.64	3 Scope of Work	3.1.2 Develop, Implement and Maintain RTI Portal	Portal application should adhere to Open and Industry standards	Pls elaborate	Please refer www.mit.gov.in for details of open standards
2.65	3 Scope of Work	3.1.2 Develop, Implement and Maintain RTI Portal	The software licenses required for the deployment of Portal must be perpetual licenses purchased in the name of Department of Personnel & Training	Is the Ministry looking for COTS product for the Portal?	1. System software licences shall be in the name of Department (perpetual) 2. COTS , if need be shall be implemented by the IA. However, the COTS usage licence shall be in the name of Department
2.66	3 Scope of Work	3.1.2 Develop, Implement and Maintain RTI Portal			

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
2.67			Implementation Agency to ensure that the Portal application is tested / accredited by a third party security audit agency before integrating with the banks payment gateway.	Will the ministry co-ordinate OR the Implementation Agency gets this audited at their end from the list of accredited Auditors?	Department shall identify a 3PAA
2.68	3 Scope of Work	3.1.2 Develop, Implement and Maintain RTI Portal	Implementation Agency is responsible to get the Portal's Security Audit Certification from a third party Security Auditor.	Will the ministry provide the list of accredited security auditors?	Department shall provide
2.69	3 Scope of Work	3.1.4 Training to Government Personnel on Portal	Implementation Agency shall provide expert Portal application trainers to train Central Public Information Officers, Appellate Authorities, and Central Public Authority officials on the use of Portal	What would be the frequency of such trainings in O & M phase?	Department shall work out a strategy in this regard. However, the periodicity expected is at 1 training per quarter
2.70	4 Technical Requirements	4.3 Data Centre	Mechanism to alert the right people about inappropriate activity in Portal environment	What would be the mode for sending these alerts?	All modes of alerts (as being practiced in the industry) are desirable Example: SMS, Email, BMS etc

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
2.71	4 Technical Requirements	Is there any need to have internal escalation matrix or call transfer/ conference facility to contact center supervisor or RTI official			It is desirable
2.72	5 Functional Requirements	5.1 Generic Functional Requirements	FR2 The system should have built in directory of all public authorities.	We assume that the initial list is provided by the Ministry. Does the Implementation Agency needs to maintain the list OR do we provide the nodal officer to update the lists whenever required?	IA shall maintain a list. Any update on the same shall be communicated by the Department
2.73	5 Functional Requirements	5.1 Generic Functional Requirements	FR15 The system should not allow editing/deletion of logged RTI application/first appeal records which shall include both text and voice by any user of the system.	We assume that there would be limited fields for edit. Kindly clarify.	IA/Citizen shall not be allowed to edit the entries at any point

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
2.74	5 Functional Requirements	5.3.2 Functional requirements of Web Portal	FR70 Portal should allow RTI application/first appeal to be entered in Hindi and English, scalable to include other scheduled languages over a period of time Services shall be offered in multiple languages under the same terms and conditions as in Hindi & English.	We assume that the first version would be supporting Hindi and English. Pls confirm.	The understanding is correct
2.75	5 Functional Requirements	5.3.2 Functional requirements of Web Portal	FR73 Portal should provide downloadable forms.	We assume that the Ministry would be providing all the forms. Pls confirm.	The understanding is correct
2.76	Volume III	Clause 5.1 (i)	Breach, Rectification and Termination	Serco Proposes that DOPT should give a notice of at least 30 days to Serco to remedy the breach under the agreement.	The clause in RFP remains unchanged
2.77	Volume III	Clause 5.1 (ii)	Breach, Rectification and Termination	DOPT's right to terminate to be invoked only where there is a delay by Serco of not less than 3 weeks in project implementation phase.	The clause in RFP remains unchanged
2.78	Volume III	Clause 5.1(b)	Breach, Rectification and Termination	Serco proposes that this clause should operate only where such resulting entity so not financially viable or is a direct competitor of DoPT.	The clause in RFP remains unchanged
2.79	Volume III	Clause 5.2	Termination on Ground of Bankruptcy	Serco proposes this clause to operate mutually.	The clause in RFP remains unchanged

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
2.80	Volume III	Clause 5.4	Liquidated Damages	It is suggested that we propose such a fixed percentage value of applicable damages under this contract. If we desire to agree to this clause as is, we would require concerned CXO's approval.	The clause in RFP remains unchanged
2.81	Volume III	Clause 6.2	Third Party Claims	Serco proposes this clause to operate mutually.	The clause in RFP remains unchanged
2.82	Volume III	Clauses 6.3	Limitation of Liability	Serco proposes this clause to operate mutually.	The clause in RFP remains unchanged
2.83	Volume III	Clause 6.4	Data protection	Serco proposes this clause to operate mutually.	The clause in RFP remains unchanged
2.84	Volume III	Clause 6.5	Confidentiality	Serco proposes this clause to operate mutually.	The clause in RFP remains unchanged
2.85	Volume III	Clause 7.1 (c) and (f)	Intellectual Property Rights	Serco proposes this clause to operate mutually.	The clause in RFP remains unchanged
2.86	Volume III	Clause 8.1	Confidentiality	Serco proposes this clause to operate mutually.	The clause in RFP remains unchanged
2.87	Volume III	Clause 8.2	Personnel	Request to share more information	Inputs placed in the RFP is elaborate & self explanatory
2.88	Volume III	Clause 8.2 (g)	Personnel	Serco should not be liable for acts done by Serco 's personnel outside the scope of their services.	IA shall be solely liable and responsible
2.89	Volume III	Clause 8.12	Entire Agreement	The agreement to be read in conjunction with any previous written understanding or agreement between the parties	The clause in RFP is independent
2.90	Volume III	Clause 9.1 (b)	Dispute Resolution	Serco proposes that each party appoints one arbitrator who would them mutually decide the third presiding arbitrator	Clause in RFP remains unchanged

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
2.91	Volume III	Additional Proposed	Processing Norms	In case DOPT is directing or instructing Serco to perform services, Serco shall not be responsible for any errors and omissions or claims from such omissions resulting from such instructions ("Processing Norms"). DOPT acknowledges and agrees that Serco is relying on the accuracy of the Processing Norms to perform the Services mentioned in this Agreement or any SOW. In the event the Processing Norms are not accurate or are found to be inadequate, DOPT shall promptly notify Serco of any such deficiency and DOPT will use its best efforts to remedy the situation in a timely manner. Serco 's inability to perform the Services as a result of any such inaccuracy or inadequacy in the Processing Norms will not relieve DOPT of its payment obligations hereunder and will not constitute a breach by the Provider of this Agreement. Serco shall be entitled to rely on and act in accordance with the Processing Norms and shall not incur any liability for claims, losses or damages that arise as a result of Serco 's compliance with the Processing Norms. In no event will Serco or its Affiliates or subcontractors be liable for any damages and service levels/ service level credits if and to the extent caused by the failure of DOPT and/or its contractors or Affiliates	Shall be worked out after identification of an IA
2.92	Volume III	Additional Proposed	Exclusion of Indirect damages and Limitation of Liability	Neither Party shall be liable to the other for any indirect, incidental, punitive, special or consequential loss, damage, cost or expense including, without limitation, loss of profits, loss of data, and loss of revenues, of any kind whatsoever and however caused, whether arising under contract, tort (including negligence or breach of statutory duty) or otherwise. In no event shall either Party's total cumulative liability under this Agreement, whether based on breach of contract, tort (including negligence) or otherwise, exceed [TBD at the time of Contract negotiations] amount paid by DOPT in the three-month period immediately preceding the month in which the claim or action arose. Serco and DOPT further acknowledge and agree that they are entering in to this Agreement on the understanding that the fees for the Services to be provided under this Agreement have been set to reflect the fact that the liability and remedies shall be limited as expressly set forth in this Agreement. Provided that the limitation of liability in this clause shall not apply to the liability of DOPT for payment of Services provided hereunder.	There is no scope for any amendments/ inclusions

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
2.93	Volume III	Additional Proposed	Termination for non payment	In the event DOPT defaults in the payment of any amount due to Serco under this Agreement and does not cure the default within 30 (Thirty)days after the date of such payment was due, then Serco may, in addition to its rights under this Agreement, terminate this Agreement and/ or the SOW by giving written notice to DOPT.	Department shall follow the norms and guidelines as prescribed in the GFR
2.94	Volume II	5.4 Pre-Qualification (Eligibility) Criteria	7. Prime Bidder must be a profit making company in at least two of the last three financial years ending 31st March 2011.	Request to relax the term; in-spite of profit making the positive net worth may be increased to 50 crore or above	The clause in RFP remains unchanged
3.01	3	3.1.4	Training	Will our trainers and its contents require certification of your dept/ your nominated agency.	Certification is desirable
3.02	3	3.1.4	Training Material	Will you provide us the Basic Training manual for its further development for training of your staff ?	Basic content requirement shall be provided by the department. However, the IA shall hire a domain expert
3.03	3	Table 4	Training officials	Will your dept ensure availability of the staff who require training so that mutually agreed training schedule could be implemented?	Yes.
3.04	3	3.2.7	Training officials	Pl confirm the duration of training for each batch who are to be trained as Master Trainers.	Shall be worked out later
3.05	RFP Volume II	5.4.1	Consortium Partners	Can a Public listed Ltd company make its subsidiary company as its Consortium partner and participate in this bid as a lead bidder or vice versa or Alternatively can a Principal company participate and take the experience etc of its 100% subsidiary company instead of forming a consortium .	Prime bidder should be a listed company as per law under Indian Company's Act, while subsidiary shall be a partner/consortium partner and not vice-versa

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
3.06	RFP Volume II	7	Payment Terms	Pl share the call volume of RTI Information calls for the previous years. This will help us in compiling the total requirement of agents.	Department never had call center earlier. The volume of physical records has been provided in the RFP
3.07	RFP Volume II	7	Payment Terms	Pl share the AHT of RTI Information calls and Duration of Transcription of RTI Application as per your previous data	As the department had not call center services earlier, this data cannot be provided.
4.01	Volume 1 - 2.1	2.1	RTI applications and First Appeal Trends	We request you to kindly provide us with a minimum guaranteed volume for the number of calls, so that the sizing would be uniform across bidders	Applications received data has been provided. How much of such data would get converted to calls/logs cannot be ascertained at this juncture
4.02	Volume 1 - 2.2	2.2.1	Procedure of filing RTI application	In case the caller does not pay the requisite fee, but the URN has been generated, we assume that the call will still be considered as a valid call for payment. Please confirm.	Yes
4.03	Volume 1 - 2	2.1	RTI applications and First Appeal Trends	Can you please provide us with the split in volumes in terms of calls coming in for information vs. calls coming in to file first appeals?	Cannot be ascertained. This would have to be managed by IA
4.04	Volume 1 - 2	2.1	RTI applications and First Appeal Trends	For approximately how many years do you see the volume growing in RTI applications by 30% to 35%	No historical data available
4.05	Volume 1 - 2	2.2.1	Call Center Communication Channel	What are the other regional languages that are to be included as part of the call center support.	Hindi & English in the initial. Then to include other languages

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
4.06	Volume 1 - 2	2.2.1	Call Center Communication Channel	When do you plan to extend the support to other languages.	In phases
4.07	Volume 1 - 2	2.2.1	Call Center Communication Channel	Will the hours of support be the same when other regional language support commences.	Yes
4.08	Volume 1 - 2	2.2.1	Call Center Communication Channel	Can you please let us know the expected volume for each regional language that will come under the scope.	Cannot Provide with the current availability
4.09	Volume 1 - 2	2.2.1	Call Center Communication Channel	Are we right in understanding that it takes 3 minutes to handle a request for information and 15 minutes to file a RTI Application / first appeal?	Yes
4.10	Volume 1 - 2	2.2.1	Call Center Communication Channel	Can you please provide us with the current trend on the SLA metrics specified - 1) Current AHT 2) Current FCR 3) Current Quality scores 4) Current Abandonment % 5) Current ASA	Department does not have any portal/call centre with SLA metrics.
4.11	Volume 1 - 2.2	2.2.1.1	2. RTI Fee line:	It states that the second line is for "statutory RTI fee (plus a transaction cost)". Request you to please confirm, what the 'Transaction cost' is meant for.	1. Statutory RTI Fees: This is the fees prescribed by the Government for RTI applicatoins 2. Transaction Fee: This is the fee charged by the Telecom service provider over and above the RTI fees
4.12	Volume 1 - 2.2	2.2.1.1	2.2.2 Web Portal Communication Channel - "Ministries can generate various reports..."	Request you to please elaborate the different reports, numbers of reports and type of reports expected.	The shortlisted IA shall be briefed/detailed on the reports

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
4.13	Volume 1 - 2.2	2.2.2.2 Process steps	2.2.3 Dropped calls or Web Portal Interruptions	Please confirm whether these calls will also be considered for calculating the "per connect minute" charges	Yes
4.14	Volume 1 - 2.2	2.2.5	2.2.5 Geographical Scope of Project	We assume that the historical call volumes given in the RFP are only from this 2000 locations being considered under this project.	Yes
4.15	Volume 1 - 3.1	3.1.1	Setup, Operate and Maintain RTI Call Centre	The Operation & Maintenance is mentioned as 5 years from Go-Live, however the project plan provided under "7.2 Implementation Schedule" shows it is for 4.5 years after "Go-Live" at 6 months. Please confirm the O & M duration.	From the date of GoLIVE (declared after final audits), it shall be for 5 Years. Say the golive is declared on 1st January 2013, then the O&M shall be till 31st December 2017
4.16	Volume II - 4.10 Bid Security	4.1	Bid Security	We assume that we can use the standard BG format to provide the EMD. Please confirm.	EMD should be in the form of Bank Guarantee in favour of "RTI Call Centre and Portal Project, DOPT"
4.17	Volume II - 4.12	4.12	Source Code and Intellectual Property Rights	We assume that all pre-existing Ips of the bidder will remain with the bidder and the IP and source code of the same need not be submitted	1. IP of source code : Will be the property of Government of India.
4.18	Volume II - 4.15	4.15	Prices	We request that the benefit due to change in tax rates should be passed on to either parties. i.e if there is an increase in tax, DoPT will bear the same and if there is a decrease, the bidder will re-imburse the same	1. DoP&T will not bear the charges 2.Charges with applicable tax shall be loaded to the concerned parties. Ex: IA shall quote @ cost + applicable taxes
4.19	Volume II - 5.4	5.4	Pre-Qualification (Eligibility) Criteria	We request you to remove the following requirement, as the call centre, as per this RFP could be located anywhere " The Bidder (single) / Prime Bidder in case of consortium should have Call Centre in National Capital Region (NCR)"	The condition in the RFP remains unchanged

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
4.20	Volume II - 5.4	5.4	Pre-Qualification (Eligibility) Criteria	We request you to remove the following, as the information requested is confidential and clients would not provide us permission to give the same. We can provide indicative numbers, without revealing the client names. "Prime Bidder to provide list of clients along with contact details (name, address, telephone, email) mentioning number of seats for each client."	The condition in the RFP remains unchanged
4.21	General Query			Does the call center need to make outbound calls? If yes, then under what situations does the call center need to make an outbound call? Who do these calls need to be made to?	<ol style="list-style-type: none"> 1. Call center personnel do not have to make any outbound calls 2. if such calls are made, the cost towards such calls shall be borne by the IA 3. In case Gol comes out with any such requirement, an amicable solution shall be worked out
4.22	General Query			Does the call center need to transfer calls /cases to other departments under any circumstances? If yes, then can you please give an example of such circumstances. How does this transfer occur - is it a simple call transfer or a case transfer? Will this be a cold transfer or warm transfer?	No
4.23	General Query			Is there any Certification requirement before an agent hits the floor?	Certifications shall gain weightage during evaluation
4.24	General Query			What could be the average number of calls to be handled by an agent per day?	This cannot be ascertained at the present juncture. The expected work time for call center shall be 8:00 AM to 8:00 PM
4.25	General Query			Please provide details of an indicative FTE count for call center support? Please provide separately for each language in scope.	<ol style="list-style-type: none"> 1. Initially the support shall be for English and Hindi 2. The support shall be extended to other regional languages in phases 3. With the current available data from physical applications, the FTE count cannot be ascertained

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
4.26	General Query			Will there be any seasonal fluctuations in the volume? If yes, then what is the expected duration, timing and percentage of fluctuation?	1. Department is working on exhaustive publicity of the Project.
4.27	General Query			What could be the intra-day call arrival pattern? Are there any expected arrival peaks within a day?	Cannot be ascertained.
4.28	General Query			Do all calls need to be recorded?	YES.
4.29	General Query			Generally, recorded calls are be stored in the server for 60 days; please confirm if this is fine.	Should be stored for at least 180 days minimum. Should be possible to extract old recordings. IA is expected to have a stable backup mechanism
4.30	General Query			Would you need remote monitoring facility in order to monitor active calls for process executives?	Preferable
4.31	General Query			What is the expected training duration of the call center agents?	IA to come out with a plan

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
5.01			RFP - Volume II; Page - 7	<p>2 Bussiness Model -</p> <p>In service-oriented projects like the RTI Call Centre, it is essential that the business model spurs the Implementation Agency to deliver services in a manner which encourages the usage of the system by enhancing performance, efficiency and customer satisfaction, thereby generating revenue from the increased usage of the system. For providing call centre services PPP model is proposed. The IA is required to provide the entire services to DOPT as specified in the scope of work in RFP Volume I, which includes:</p> <ol style="list-style-type: none"> 1. Setup, Operate and Maintain RTI Call Centre <ol style="list-style-type: none"> a. Voice Calls (inbound) b. SMS (outbound services) c. IVRS managed Calls 2. Develop, Implement and Maintain RTI Portal 3. Provisioning of Data Centre– Disaster Recovery services for hosting of RTI Portal 4. Training to Government Personnel <p>The Implementation Agency (IA) will operate the Call Centre from an existing facility or set up new facility where most of the capital and operational expenses are shared</p>	<ol style="list-style-type: none"> a. Available physical data has been published in the RFP b. Minimum guarantee cannot be committed c. The model cannot be changed
5.02			RFP -Volume I Page No. 47/94	Portal	<ol style="list-style-type: none"> a. cannot ascertain b. Approximately 2000 departmental users c. Cannot be ascertained
5.03			RFP -Volume I Page No. 47/94	Portal	<p>Yes Citizens shall come through call centre</p>

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
5.04			RFP - Volume I Page No48/94	Portal	IA to come out with an optimal solution
5.05			RFP - Volume I Page No48/94	Portal	<p>Until the closure of the query</p> <p>DMS Shall be needed</p> <p>a. Maximum of 3 MB</p> <p>b. Maximum 3 MB</p> <p>c. Until closure of the case or 180 days whichever is later for the specific case file</p>
5.06			RFP - Volume I Page No48/94	RTI Portal Application	<p>Yes</p> <p>As of now there would no interface with external systems</p>
5.07			Vol - III; 4 ARTICLE IV - FINANCIAL ISSUES/4.3 TAX/b	In the event of any increase or decrease of the rate of taxes due to any statutory notification/s during the Term of the Agreement the consequential effect shall be to the account of the IA.	<p>1. DoP&T shall not bear the charges</p> <p>2. Charges with applicable tax shall be loaded to the concerned parties.</p> <p>Ex: IA shall quote @ cost + applicable taxes</p>
5.08			Vol - III; Confidential Page 23 of 87 5 ARTICLE V - BREACH, RECTIFICATION AND TERMINATION/5.4 LIQUIDATED DAMAGES	LIQUIDATED DAMAGES	Clause in RFP remains unchanged

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
5.09			Vol - III; 6 ARTICLE VI -OBLIGATION, PROTECTION AND LIMITATIONS/6.3 LIMITATION OF IMPLEMENTATION AGENCY (IAs) LIABILITY TOWARDS THE DOPT	6.3 LIMITATION OF IMPLEMENTATION AGENCY (IAs) LIABILITY TOWARDS THE DOPT a. Notwithstanding any other term, there shall be no limitation of liability in case of any damages for bodily injury (including death) and damage to real property and tangible personal property and in case of willful fraud and/or (ii) the intellectual property infringement claims.	Clause in RFP remains unchanged
5.10			Vol - III; 9 ARTICLE IX - DISPUTES AND AMENDMENT/9.1 DISPUTE RESOLUTION	9.1 DISPUTE RESOLUTION	Clause in RFP remains unchanged
5.11			Vol - III; SCHEDULE II/EXIT MANAGEMENT SCHEDULE	2.2 TRANSFEROF ASSETS the DOPT, shall pay to the Implementation Agency on the last day of the exit management period such sum representing the Net Block (procurement price less depreciation as per provisions of the Companies Act) of the Assets to be transferred as stated in the Terms of Payment Schedule	Clause in RFP remains unchanged
5.12			Vol - III; TERMS OF PAYMENT SCHEDULE	TERMS OF PAYMENT SCHEDULE 6.2 In the event of premature termination of this Agreement prior to the launch of Project, the Implementation Agency shall not be eligible to receive any compensation or payment.	Date of GoLive. (certified)

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
5.13			Vol - III	<p>TERMS OF PAYMENT SCHEDULE</p> <p>IA will be paid quarterly based on the actual “per connect minute” as quoted by IA after making the Service Level deductions, if any, incurred in the quarter for which the invoice has been raised. The “per connect minute” charges will include the following components:</p> <ul style="list-style-type: none"> i. Setup, operate and maintain RTI call centre <ul style="list-style-type: none"> a. Voice Calls (Inbound) b. SMS (outbound services) c. IVRS managed calls ii. Develop, implement and maintain RTI portal iii. Provisioning of data centre - disaster recovery services for hosting of RTI portal <p>The bidder is required to submit a single “Per connect minute” charges for all the above stated components as specified in the scope of work and other requirements of RFP Volume I and Appendix 8 of the RFP Volume II.</p>	Clause in RFP remains unchanged
5.14	Clause to be added			<p>Bidder request that deemed acceptance clause to be included in the volume III:-</p> <p>Deliverables will be deemed to be fully and finally accepted by Buyer in the event Purchaser has not submitted an Acceptance certificate within time frame as mutually agreed under the contract from the date of installation/commissioning or when Purchaser uses the Deliverable in its business, whichever occurs first. This protection is required to ensure that the Purchaser does not exercise its contractual rights to confer acceptance against deliveries in arbitrary and discretionary manner.</p>	Department has no plans to add clause(s)
5.15	Clause to be added			<p>Bidder request that savings clause to be included in the volume III:-</p> <p>Vendor’s failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent L1 Vendor’s non-performance is caused by Customer’s omission to act, delay, wrongful action, failure to provide Inputs, or failure to perform its obligations under this Agreement</p>	Department has no plans to add clause(s)

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
5.16	Clause to be added			Bidder request that title transfer to be included in the volume III:- Title & Risk transfer to happen on dispatch of goods from the vendor's factory / warehouse as the same has been billed in the name of the Buyer. The Seller would be liable to take transit insurance till the equipment gets delivered to buyer premises. The Seller to take necessary insurance with the buyer as beneficiary till the site gets implemented.	Department has no plans to add clause(s)
6.01			1. Section 5, clause 5.4.3 Average annual turnover of Rs. 30 Cr during last 3 financial years.	Can average turnover of all the consortium partner can be considered for pre-qualification criteria.	No. The prime consortium partner should have an average turnover of Rs. 30 Crore
6.02			1. Section 5, clause 5.4.3 Average annual turnover of Rs. 30 Cr during last 3 financial years.	If in consortium then the prime bidder should also have av. turnover of 30cr. If this is the case then what is use of consortium	1. Prime bidder may have expertise in some part of the project, while a consortium can bring in experts of different domains 2. In the event of entry of a consortium partner, the Prime bidder shall own the project and shall be the single point of contact for the department
6.03			2. Section 7, clause 7b Transfer of portal to DOPT.	Will the DOPT pay the portal estimated cost of Rs. 30.00 Lacs to IA and if yes when it would be paid.	Please refer to the cost estimate and payment schedule at Page 35 Volume II of RFP
6.04			2. Section 7, clause 7b Transfer of portal to DOPT.	What if cost exceeds over 30 lacs	Department shall pay a maximum of Rs. 30 Lakhs
6.05			3. Section 4, clause 4.12 Source code.	Will the portal developed be the property of the bidder.	The portal shall be the property of the Department
7.01	Vol 1, 2.1	2.1	RTI Applications and First Appeal Trends	1) Is the volume data provided in the table for financial year Apr-Mar? 2) Please provide break-up between RTI Applications and First Appeals.	The reports are for Financial Years (1st April to 31st March)

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
7.02	Vol 1, 2.1	2.1	RTI Applications and First Appeal Trends	What is the reason for reduction in the volume from year 2009-10 to 2010-11?	Department is not in position to give reasons for reduction
7.03	Vol 1, 2.1	2.1	RTI Applications and First Appeal Trends	Since call center based RTI services are being performed in some states, please provide for reference purposes their volume trends as a ratio of total RTI Applications+First Appeals. Alternately, please indicate references where such data can be found.	This project is related to Government of India. The statistics provided at Point 1 above is inclusive of queries received from different States, but with respect to the Central Government IA may like to study (themselves) the trends in the Jaankari Call Centre Project in Government of Bihar
7.04	Vol 1, 2.1	2.1	RTI Applications and First Appeal Trends	Is the volume trend provided in RFP volume 1 section 2.1 of the 2000 central public authorities in scope? If not, please provide the historical volume trends for the 2000 central public authorities.	Yes May refer to the annual reports of CIC
7.05	Vol 1, 2.2.1	2.2.1	Call Centre Communication Channel	<p>The implementation agency should be paid the per connect minute charges even if the applicant does not confirm RTI fee payment to "RTI fee line". The implementation agency's payment must not be withheld if:</p> <ol style="list-style-type: none"> 1) The SMS to inform applicants of their URN fails for any reason. 2) Applicants do not confirm their RTI fee payment. 3) Applicants do not confirm their RTI fee payment within 24 hours as stipulated. 4) Applicants send their payment by post which is not updated in the RTI portal by the concerned govt official. <p>Please confirm.</p>	The understanding is right

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
7.06	Vol 1, 2.2.1.1	2.2.1.1	Call Centre Access Numbers	Will the required toll-free lines be provided by DOPT at DOPT's cost, both for initial and recurring costs charged by the toll-free line provider?	The access numbers are through the two tolled lines only
7.07	Vol 1, 2.2.2.1	2.2.2.1	Payment Gateway Service	What payment will the implementation agency get for RTI Applications or First Appeals filed by applicants directly on the RTI portal in which applicants pay the RTI fee through the payment gateway? This should be a fixed per applicant fee payable to the implementation agency.	IA should factor this in their commercials
7.08	Vol 1, 2.2.6	2.2.6	RTI Application and First Appeal Process Flow	What will be the turnaround time service level for the nodal CPIO to forward the RTI request to the respective public authority? Without this, there will be citizen discontentment if RTI requests stay unaddressed on the RTI portal.	This is not in the scope of IA
7.09	Vol 1, 2.2.6	2.2.6	RTI Application and First Appeal Process Flow	1) Will SMS and email be sent to every applicant? 2) How many SMS and emails will be sent to each applicant in the complete process cycle of one RTI Application and for one First Appeal? 3) What will be the implementation agency's responsibility if an SMS or email bounces back due to problem at the citizen's end (e.g. incorrect number/id)?	1. Yes 2. Refer 2.2.7.1(2) of Vol.I of RFP 3. IA shall send the complete logs as proof of bouncing

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
7.10	Vol 1, 2.2.6	2.2.6	It will also be possible for RTI cells of the concerned Central Public Authority to upload scans of the applications received by post/courier/RTI counter onto the Portal.	<p>If central public authorities continue to receive RTI Applications and/or First Appeals through post which they enter into the RTI system, the implementation agency will need to provision the required infrastructure but will not get any payment as these would not come through the call center. This will result in more cost and less revenue for the implementation agency.</p> <p>1) DOPT is therefore requested to include a "Per Application Charge" in addition to the per connect minute charges. This Per Application Charge should be payable to the implementation agency for all RTI requests received by public authorities through any channel besides the RTI portal.</p> <p>2) What guarantee can DOPT provide that all RTI requests received by public authorities will be entered into the RTI portal?</p> <p>Please confirm.</p>	<p>1A shall factor this in their commercials</p> <p>2. Department shall issue guidelines on the matter</p>
7.11	Vol 1, 2.2.6	2.2.6	It will also be possible for RTI cells of the concerned Central Public Authority to upload scans of the applications received by post/courier/RTI counter onto the Portal.	<p>For the scanned documents that will be uploaded by public authorities, please provide:</p> <p>1) Estimated volume</p> <p>2) Estimated storage requirement per upload, with stipulated upper limit</p> <p>3) Period for which the uploaded documents need to be stored</p>	<p>1. Cannot be ascertained</p> <p>2. Cannot be ascertained now</p> <p>3. Should be placed permanently in the system for 180 days & should have possibilities to retrieve from archives</p>

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
7.12	Vol 1, 2.2.6	2.2.6	It will also be possible for RTI cells of the concerned Central Public Authority to upload scans of the applications received by post/courier/RTI counter onto the Portal.	The implementation agency should not be held accountable if central public authorities receive applications by post and do not upload them into the RTI portal, because of which applicants call the call center and are unable to get an update. Please confirm.	Yes
7.13	Vol 1, 2.2.6	2.2.6	It will also be possible for RTI cells of the concerned Central Public Authority to upload scans of the applications received by post/courier/RTI counter onto the Portal.	Will central public authorities scan and upload documents into the RTI portal? If so, what will be the volume and storage requirement for these and for how much period will such documents be stored in the system?	Yes Volume cannot be foreseen
7.14	Vol 1, 2.2.6	2.2.6	RTI Application and First Appeal Process Flow	Please confirm that the implementation agency will not be required to migrate or digitize past data/documents held with public authorities. If it is required to do so, the scope of data migration and digitization must be described in detail and the charge for these activities should be kept separate from the per connect minute charges.	This is not in the current scope. If such decision is taken by Department, it shall be a separate CCN
7.15	Vol 1, 2.2.6	2.2.6	RTI Application and First Appeal Process Flow	Please confirm that the implementation agency will not be required to provide any backend operation resources/staff for central public authorities to enter the RTI Applications/First Appeals they receive from any channel other than the portal being proposed in this RFP.	This is not in the IA's scope IA needs to provide training to the staff of Public Authorities

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
7.16	Vol 1, 2.2.7	2	Back End Processing: Call Centre Channel Caller describes the type and details of information sought and the agent services the call. Call Centre agent shall counsel/guide the applicant and transcribe the RTI application.	<p>1) Will DOPT train the call centre agents on RTI so that agents are able to guide/counsel applicants correctly?</p> <p>2) Where will this training be held? What will be the frequency of this training since new agents will get added to the call center as volumes grow?</p> <p>3) Who will bear the cost of this training?</p>	<p>IA shall hire a domain expert</p> <p>1. Trainings to agents shall be in the scope of IA.</p> <p>2. Further trainings shall be conducted by the IA</p> <p>3. Refer answer 2 above</p>
7.17	Vol 1, 2.2.7	3	Back End Processing: Call Centre Channel Agent also resolves to which Central Public Authority this request should be forwarded.	<p>Agents may not be able to resolve which public authority the RTI request should be forwarded to. Further, some RTI requests will span across multiple public authorities too. Forwarding of RTI requests should be done by DOPT staff or other personnel who are equipped with in-depth knowledge about RTI, public authorities, roles and jurisdiction of public authorities, etc. Please confirm.</p>	<p>IA shall hire a domain expert</p>

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
7.18	Vol 1, 2.2.7	3	Back End Processing: Call Centre Channel Agent also resolves to which Central Public Authority this request should be forwarded.	<p>If call centre agents have to resolve which public authority the RTI request should be forwarded to, how will the following situations be handled:</p> <p>1) RTI request is sent to a wrong public authority, who rejects it. 2) What will be the process of re-sending a rejected RTI request to another public authority and who will do this? 3) Who will be held liable for the loss of time due to the above? The implementation agency should not be held liable directly or indirectly for any of the statutory, financial or legal provisions of the RTI Act.</p> <p>The above questions relate to both RTI Application and First Appeal.</p>	IA Shall hire a domain expert. Statutorily any application which is received in a public authority who is not concerned, shall have to be transferred within 5 days by that authority
7.19	Vol 1, 2.2.7	2.2.7	Back End Processing	Will all agent calls be recorded? If yes, what will the period for which they will be stored/retained in the system?	Yes. The data shall be available online for a period as specified by the department. However, all data shall be archived for any future access

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
7.20	Vol 1, 2.2.7	3	Back End Processing: Web-Portal Channel Citizen will select the Central Public Authority concerned from the built in directory.	<p>One of the biggest issues faced by citizens is deciphering the public authorities one needs to submit RTI requests to. DOPT should build the RTI portal which contains business rules to automatically determine the right public authority (or authorities) for a given RTI request. There should also be a provision to route and re-route RTI requests which are declined by public authorities if they do not belong to the public authority's domain. If these critical actions are left to the judgment of citizens or the call centre agent, this project will be susceptible to errors and failures.</p> <p>DOPT is requested to relook at the portal requirements and the budget DOPT has estimated for it. For this project to be effective, the portal needs to be much more sophisticated in functionality, decision-making, workflows and analytics.</p> <p>Please explain how DOPT expects this project to be successful given the above current constraints as described above.</p>	IA shall hire a domain expert to resolve such requests

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
7.21	Vol 1, 3.1	3.1	<p>Scope of Work: Note: Communication and Awareness - Government of India has been running awareness programmes both through print and audio-visual medium, which will continue to raise awareness about RTI Act. Once Call Centre is set up, the availability of the Call Centre and Portal will be added on such communication necessities. However, Implementation Agency will be free to launch its awareness programmes for the popularization of Call Centre and Portal.</p>	<p>1) Unless the govt plans and conducts thorough awareness and promotional campaigns, funded sufficiently through govt budgets, this project will be susceptible to failure. Please clarify DOPT/govt's awareness and promotions plans and budgets allocated to this project. 2) Popularization of the call centre or the portal should not be the implementation agency's onus or preference. The objectives of this project are meant for the govt and its citizens, not the implementation agency. Therefore, commitment to actively participate and budgets for all activities including awareness and promotions should be provided by DOPT, public authorities or other govt bodies. Please clarify how the RTI portal or call centre can become effective and popular without this.</p>	<p>1. Awareness campains and other related programs have already been planned by the Department 2. Popularization is in the Department's scope</p>

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
7.22	Vol 1, 3.1.1	3.1.1	Setup, Operate and Maintain RTI Call Centre	<p>Can the implementation agency use its existing call centre, including all hardware, software, networking, other infrastructure and staff, without procuring or deploying any of this specifically for DOPT? This would mean a shared service offering for DOPT in which all physical, technical and operational assets and resources will belong to the implementation agency at all times and they shall not be transferred to DOPT even at the time of contract expiry or termination.</p> <p>Please confirm.</p>	No
7.23	Vol 1, 3.1.1	3.1.1	Integration with RTI Portal	Please confirm that the implementation agency will not be required to integrate or interface with the portals or other systems of DOPT or any public authority.	shall have to integrate with Bank & Telecom portals
7.24	Vol 1, 3.1.1	3.1.1	Integration with RTI Portal	<p>Since most public authorities already have RTI as part of their current portals:</p> <p>1) Will they modify their current portal and remove the RTI request capture and processing functionality from it?</p> <p>2) If their current portal continues to provide RTI services, how is the RTI portal in this RFP expected to work for the citizens and for the public authority since this will result in 2 parallel systems for every public authority?</p>	<p>This portal is different from rest of the Government Sites.</p> <p>This portal shall have payment facilities for RTI applications</p>

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
7.25	Vol 2, 5.4	9	Prime Bidder to provide list of clients along with contact details (name, address, telephone, email) mentioning number of seats for each client.	Due to client confidentiality clauses in existing contracts, it will not be possible to disclose this information for most clients. Please specify the number of clients for which contact details need to be provided; it is suggested that this is limited to 2 clients only.	The clause in the RFP remains unchanged
7.26	Vol 2, 5.4	9	Prime Bidder to provide list of clients along with contact details (name, address, telephone, email) mentioning number of seats for each client.	For a large client that has multiple sub-divisions and call center services are being rendered to each sub-division independently, it is suggested that these be considered as separate clients. Please confirm.	Department may consider
7.27	Vol 2, 7	7	Payment Terms	Will the implementation agency be paid the per connect minute charges for applicant calls related to status check and grievances also?	Yes There is no grievance under RTI
7.28	Vol 3, 1.3.1	"e"	Services are provided in accordance with the terms of RFP (and Service Levels) during the Agreement Period.	Services under SLAs will be performed post stablization period and till the end of the contract. Clause (e) therefore should not be part of Conditions Precedent.	The clause in RFP remains unchanged

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
7.29	Vol 3, 1.3.1	"c", "d"	The Project solution is designed, developed, tested, audited and accepted in accordance with the relevant provisions of the RFP; The IT and non-IT infrastructure is established for the Project as required under the RFP	Does Conditions Precedent include activities till go-live or does it include stabilization period also? In other words, when will the Conditions Precedent period end?	Post Stabilization period

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
7.30	Vol 3, 2.2	2.2	<p>The term of the Agreement shall be for a period of 5 and a half years (66 months) from the Effective Date (hereinafter referred to as "Term"). Six months shall be for the design, development and implementation of the Project. Operations and maintenance phase for call centre, Portal and DC&DR shall be for a period of 5 years from the date of Go-Live. Stabilization Period shall be for the 3 months from the date of Go-Live. Service Levels shall be operational post Stabilization Period of the project.</p>	<p>1) Will payment to the implementation agency begin after stablization period or after go-live? As per clause 10.2 of Vol 3, payment will be made during the stabilization period which will not have SLAs. Please confirm.</p> <p>2) If there is delay in the stablization period, will the implementation agency continue to be paid the per minute connect charges for as long as the stablization period continues?</p>	<p>1 After GoLive</p> <p>2. No. [Stabilization period has been defined as 3 months & IA needs to ensure stabilization within 3 months]</p>

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
7.31	Vol 3, 2.2	2.2	<p>The term of the Agreement shall be for a period of 5 and a half years (66 months) from the Effective Date (hereinafter referred to as "Term"). Six months shall be for the design, development and implementation of the Project. Operations and maintenance phase for call centre, Portal and DC&DR shall be for a period of 5 years from the date of Go-Live. Stabilization Period shall be for the 3 months from the date of Go-Live. Service Levels shall be operational post Stabilization Period of the project.</p>	<p>If there is delay in implementation or go-live beyond 6 months, will the 5 year operations period start after go-live and the contract tenure automatically extended by the delayed duration (e.g. if go-live happens in 9 months instead of 6, will contract tenure from Effective date become 69 months instead of 66)?</p>	<p>The understanding is correct</p>

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
7.32	Vol 3, 2.7	l	<p>Transfer the ownership of the Assets (not already with the DOPT- including the solution and Portal Application and the source code and associated documentation which is the work product of the development efforts involved in the Project) to the DOPT at the time of the expiry of the agreement or at the time of termination of the agreement between the parties (in sync with the submission of deliverables thereof by the Implementation Agency)in accordance with the terms of this Agreement</p>	<p>Since the call center can be in a shared environment with other clients, how can the implementation agency transfer all assets to DOPT on termination? If all assets have to be transferred, then dedicated physical and technical infrastructure will have to be created for DOPT. Therefore, apart from the portal application, no other asset should be transferred to DOPT. Exit Management clauses should also be modified accordingly. Please clarify.</p>	<p>Even in a shared environment, the DoPT project related infra and assets shall be secluded from the others</p>

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
7.33	Vol 3, 3.2.1		As owner of the Project, the role of DOPT in the successful implementation of the Project includes discharging the following responsibilities:.....	<p>1) DOPT should ensure that all central govt entities become a part of this project, otherwise citizen calls for those who do not join will not come to this call center. Without a commitment that all central govt entities will become a part of this project, how will the bidder estimate the call volume, infrastructure requirement, cost and price?</p> <p>2) How will DOPT compensate the implementation agency if very few or nil central govt entities join this project? Some of the costs will be fixed in nature for the implementation agency.</p> <p>3) How will DOPT compensate the implementation agency if a significant number of central govt entities do not join this project right at the start but subsequently during the operations phase?</p>	<p>1. Department's Scope</p> <p>2. Department's Scope</p> <p>3. Department's Scope</p>
7.34	Vol 3, 3.2.1		As owner of the Project, the role of DOPT in the successful implementation of the Project includes discharging the following responsibilities:.....	<p>1) Of the 2000 central public authorities in scope, how many have committed in writing their support to this project?</p> <p>2) How does DOPT plan to take written commitments from all central public authorities for their active participation in this project?</p>	<p>1. Department's Scope</p> <p>2. Department's Scope</p>

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
7.35	Vol 3, 3.2.1		As owner of the Project, the role of DOPT in the successful implementation of the Project includes discharging the following responsibilities:.....	1) Has DOPT or central public authorities budgeted cost for awareness generation and promotional campaigns with citizens to make them aware of this project so that they file their applications through the portal and call center being planned here? 2) If so, what is the budget? 3) If not, how will this project generate the number of calls envisaged?	Cannot be disclosed
7.36	Vol 3, 3.2.1		As owner of the Project, the role of DOPT in the successful implementation of the Project includes discharging the following responsibilities:.....	DOPT should ensure that the same and a single process for RTI receiving and processing requests will be implemented by the implementation agency, and not specific processes or customizations for each of the central govt entities that join this project. Please confirm.	Shall be similar for all entities
7.37	Vol 3, 3.2.1		As owner of the Project, the role of DOPT in the successful implementation of the Project includes discharging the following responsibilities:.....	1) Central govt entities should commit their support to this project and not discourage citizens from using the call center or the portal setup by the implementation agency. Please confirm. 2) Based on the formats, standards and processes defined by DOPT for receiving and capturing RTI requests in this project, the central govt entities should accept the RTI requests filed in this project and not return the RTI requests if they differ from the format, standards or processes currently existing in the central govt entity. In fact, all central govt entities must adhere to the formats, standards and processes that get defined in this project. Please confirm.	Questions not relevant

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
7.38	Vol 3, 3.2.1		As owner of the Project, the role of DOPT in the successful implementation of the Project includes discharging the following responsibilities:.....	In order to make this project successful, the central govt entities should publish their citizen charter of turnaround time for each type of RTI request. This will encourage citizens to use this RTI platform. Please clarify if central govt entities can be made to commit to a citizen charter for RTI requests with turnaround time.	Suggestion noted
7.39	Vol 3, 3.2.1		As owner of the Project, the role of DOPT in the successful implementation of the Project includes discharging the following responsibilities:.....	<p>1) What are the responsibilities of central govt entities as they are not listed in this section of the RFP?</p> <p>2) Without any defined responsibilities of central govt entities, how will this project succeed in its objectives?</p> <p>3) Will the central govt entities share part/whole of the project cost?</p>	<p>1. Department's Scope</p> <p>2. Department's Scope</p> <p>3. Cannot share</p>
7.40	Vol 3, 4.3	"b"	In the event of any increase or decrease of the rate of taxes due to any statutory notification/s during the Term of the Agreement the consequential effect shall be to the account of the IA.	It is unfair to put the risk of future changes in tax structures and rates on the implementation agency. DOPT is requested to keep such changes on actual, in which DOPT and the implementation agency should agree to increase or decrease the per connect minute charges accordingly. This will also make the bid price lower as bidders will not unnecessarily load risk factors into their price.	Terms of RFP remain unchanged

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
7.41	Vol 3, 5.1	(iii)	If there is a Breach by the DOPT for not providing the certification of the Implementation Phase, then the Implementation Agency may give a one month's notice for curing the Material Breach. In the event the Breach continues and which shall not have been remedied within thirty (30) working days of written notice to remedy , the Implementation Agency will have the option to terminate the Agreement subject to the termination and exit management clauses defined in the RFP.	Please confirm that pending certification by DOPT, the project will still be allowed to enter the stablization period for the implementation agency to start receiving the per connect minute charges.	Certification needs to be ensured
7.42	Vol 3, 5.4	5.4	Liquidated Damages	Liquidated damages must have an upper cap. A cap of 10% is suggested as a standard practice in most govt RFPs. Please confirm.	The clause in RFP remains unchanged

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
7.43	Vol 3, 6.3	6.3	LIMITATION OF IMPLEMENTATION AGENCY (IAs) LIABILITY TOWARDS THE DOPT	The role of the implementation agency is to provide DOPT and DOPT's users services in accordance with the technical and operational requirements specified by DOPT in the RFP. The implementation agency will not be held liable for any clause in the Right to Information Act or other related bills, notifications, rules or changes in law enacted by the govt any time during the tenure of this project or thereafter. Please confirm.	The understanding is right
7.44	Vol 3, 6.5 Vol 3, 7	6.5 7	CONFIDENTIALITY OBLIGATION OF IMPLEMENTATION AGENCY ARTICLE VII - INTELLECTUAL PROPERTY	Since RTI may be implemented state govts or central or state entities through a separate RFP process, and since the provisions and processes of the RTI Act are generally applicable to all govts and entities, the implementation agency's participation in these RFPs will not be construed as breach of confidentiality or IPR. Please confirm.	The bidder may bid, provided the concerned Ministry/Department/State Government has no objection
7.45	Vol 3, 7	7	ARTICLE VII - INTELLECTUAL PROPERTY	Since this project will use the call/voice and SMS backbone provided by telecom operators, misuse of citizen data by them cannot be prevented by the implementation agency and hence the implementation agency should not be held liable for it. Please confirm.	if the IA misuses the data, IA shall be held responsible

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
7.46	Vol 3, 9.1	"b"	Any dispute or difference whatsoever arising between the Parties to this Agreement out of or relating to the construction, meaning, scope, operation or effect of this Agreement or the validity of the breach thereof, which cannot be resolved through the application of the provisions of the Governance Schedule as set out in the Schedule IV of this Agreement, shall be referred to the Secretary, DOPT, Government of India, who will be the sole arbitrator. The said sole arbitrator shall act in accordance with the provisions of the Arbitration and	As per the established standard followed in many govt RFPs, arbitration should involve one arbitrator from each of DOPT and the implementation agency, and a 3rd person nominated jointly by these 2 arbitrators. Request DOPT to change the arbitration clause accordingly.	The clause in RFP remains unchanged
7.47	Vol 3, 10.4	10	ARTICLE X - SERVICE LEVELS	The SLA penalty should be capped. It is recommended that it is capped at 10% of quarterly payment, following which DOPT shall have the right to terminate.	Clause in RFP remains unchanged

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
7.48	Vol 3, Schedule I	1.4	For changes/ updations in the Portal Application, the Implementation Agency will be paid based on the man month rates of application software development of National Informatics Centre Services Incorporation (NICS) prevalent in that particular year.	NIC rates could be very different from the implementation agency's resource costs. DOPT should take man month rates from bidders and apply these for changes. Request you to change this clause accordingly please.	The rates referred are NICS (not NIC)
7.49	Vol 3, Schedule VIII	Schedule VIII	Strategic Control Schedule	Apart from the portal application, the hardware, network and system software licenses and other items deployed by the implementation agency may be leveraged with other clients besides DOPT. In such a scenario, how will strategic control by DOPT be exercised? Please clarify.	1. Server & storage shall be exclusive for the DoPT 2. Software shall be exclusively licenced/ configured/ purchased/ developed for the DoPT
7.50	Vol 1	2A	Webportal & CRM	The connection between web portal & CRM should be online or batch	It is expected to be online
7.51	Vol 1	2.2.1	Procedure of filing RTI application	Is the phone number mandatory? What should the tele Caller do, if the customer does not have mobile	No provision for outgoing call from Call Centre
7.52	Vol 1	2.2.1	Procedure of filing RTI application	What are the other information to be captured apart from name and phone number	As described in RFP
7.53	Vol 1	2.2.1	Procedure of filing RTI application	How should the RTI application be allocated to appropriate Central Public Authority's. Should it be manual allocation / automatic allocation	IA shall hire a domain expert to resolve such requests

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
7.54	Vol 1	2.2.1	Procedure of filing RTI application	Should a remainder SMS be sent to the customer, if the fees is not received within 24 hours?	Yes
7.55	Vol 1	2.2.2	Web Portal Communication Channel	What are the dashboards (Management Information System) required?	This shall be fine tuned and finalised during the implementation process
7.56	Vol 1	2.2.2.2	Process Step	The e-receipt can be generated only by end Customer or the Tele Caller also. We require the format of e-receipt. Will the e-receipt contain the digital signature	This shall be fine tuned and finalised during the implementation process
7.57	Vol 1	2.2.2.2	Process Step (g)	What are the validations	Please refer RFP for details.
7.58	Vol 1	2.2.6	RTI Application & First appeal Process Flow	Should there be TAT maintained, or escalation mails	TAT Preferred
7.59	Vol 1	2.2.6	RTI Application & First appeal Process Flow	The 30 days & 45 days will be the calendar days, or holidays should be excluded	Calendar Days
7.60	Vol 1	2.2.7	Back End Processing	Can one query be forwarded to multiple authorities. If so, how should the escalation matrix flow	IA to hire domain expert to ensure separate applications for separate public authorities
7.61	Vol 1	2.2.7	Back End Processing	Should the customer login credentials be taken care through the web portal.	Yes
7.62	Vol 1	2.2.7	Back End Processing	Any specific way of capturing the queries.	IA to come out with optimal plan
7.63	Vol 1	2.2.7	Back End Processing	Should the customer information be encrypted	Desirable

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
7.64	Vol 1	2.2.7	Back End Processing	When there is a valid payment, how will SBI communicate the same to web portal? Should it be online or batch processing	This shall be worked out during implementation
7.65	Vol 1			From the COB perspective is Site COB required or Server COB / DB COB	All COBs desired
7.66	Vol 1	2.1	Average call handling	What is the average time spent per call?	Maximum 24 minutes
7.67	Vol 1	3.1.1	Setup of call centre	How will the payment for additional copies of RTI be remunerated?	To be treated as separate application/call
7.68	Vol 1	3.1.1	Training	The SME's mentioned should be inhouse personnel or hired as per requirement of being exposed to 4 years of RTI.	IA to decide (IA's inhouse personnel or new resource)
7.69	Vol 1		Web Portal	Do we use the existing Web Portal for RTI or the IA needs to create new portal for this project. In case the existing portal is used, does the IA need to build all the necessary updates on the portal - SMS, payment gateway etc..?	New Portal
7.70	Vol 1		Costing	Will the per connect minute charge include the development/modification of the CRM, portal?	Yes
7.71			FTE Head Count	How many FTEs to start up with this process (Is there any data & voice FTE segregation)	IA to come out with optimal plan
7.72			Internet Access	Will the call center agents/managers require Internet access as a part of process	Yes
7.73			WAN Encryption	Is data encryption over WAN (Point to Point link or MPLS) required	Desirable

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
7.74			Customer Information Database for CRM	How customer information database will be populated for CRM, where it will be residing & managing it	IA to come out with optimal plan
7.75			Retention period for DB	Retention period of data stored on TCS file server / Storage for CRM or DB if any	180 days. Data should be available at any time while queried
7.76			Portal & CRM Access	How client/agents/government agencies going to access Portal & CRM	Client: For Status Update Agents : For Status Update Government : Through secure access & Update
7.77			FTP	Details of any file/data transfer to & from the client infrastructure	IA to come out with optimal plan
7.78	4.2.3		Volume of storage required for DB	For scanned documents what would be per day volume	IA has to assess the same
7.79			Scanning	Volume of Scanning document per day	IA has to assess the same
7.80			Purging	Responsibility of purging data on shared drives of TCS	Desirable to be automatic
7.81			MS Office	Whether MS office licenses are required for agent PC. If Yes how many?	Yes ! Counts depend on the number of seats.
7.82			Inbound calling details	What would be the total call volume (Per day/month/year)? What would be the maximum simultaneous calls + Busy hour of the day? What would be AHT? What is the average post call wrap up time?	There was no call centre earlier
7.83			Outbound Calling Details	As per RFP there is no outbound calling requirement, however, for call center agents/managers how many office phones are required with local/STD privilege	This is not a part of the commercials to the DoPT.

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
7.84	1.3.3		Direct and Indirect Int	What is Direct and Indirect Interface at Portal?	Please refer RFP volume 1
7.85	2.2.1.1		Tolled Lines	Who will maintain these tolled lines?	Tolled Lines shall be maintained by the Department & the telecom service provider identified by the department
7.86			Call Recording	Is there a requirement of Total recording or Selective recording	Recording shall be in total
7.87			Call Recording	Is there a requirement of Voice & screen recording or voice only?	Voice Recording
7.88			Call Recording	Does client requires to have access to recorded calls (Real Time/For QM Purpose only/Both/Physical Media/File Transfer Protocal) & How?	1. User shall not have access to recorded calls 2. Client (Department) shall have access 3. IA may use the calls for QM
7.89			Call Recording	Off site storage of recorded call is requirement	Desirable
7.90			Call Recording	Fire Proof Chubb for keeping back up tapes	IA should arrange
7.91			IVR	Who will be providing IVR Announcements Client/TCS	IA shall provide
7.92			IVR	How much percentage of calls to be answered in IVR out of total call volume	The IVR shall be at the initial stages, until the call gets transferred to the agent. IA should asses on the calls to be closed throug IVR
7.93			IVR	No of ports required on IVR	IA to come up with a plan
7.94			IVR	Is there a requirement of integration of IVR with client system	Yes
7.95			Voicemail	Is there any requirement of Voicemail system for agent extensions?	Not at the beginning stage

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
7.96			DR	Whether Primary site & DR site will be working in active-active mode or active-stand by mode	Desirable to be Active-Active Mode
7.97	RFP Volume II (Section 4)		4.3 Non-Disclosure Agreement	The NDA is one sided - it should also take care of Bidder's confidential information	The clause in RFP remains unchanged
7.98				Further few of the standard exclusion is also missing. Also the confidentiality obligations shall survive only during the term and 3 years thereafter and NOT Survive till PERPETUITY.	The clause in RFP remains unchanged
7.99	RFP Volume III - DEFINITIONS		Confidential Information	Confidentiality obligations shall survive during the term and thereafter FOR A PERIOD OF 3 YEARS.	Yes !
7.100	4	4.3	TERMS OF PAYMENT AND	Please note that our prices shall be exclusive of the service tax, VAT which shall be borne by the customer. Further any increase or decrease in tax to be borne by the customer. Also payment to be on monthly basis instead of quarterly payment. Need to have a clause for interest provisions for delay in payment by customer.	Applicable taxes shall be borne by client & the IA as per Tax laws Payment Schedule remains unchanged
7.101	5		5.1 BREACH, RECTIFICATION	<u>5.1(a) We request for 30days cure period against 7 days</u> <u>5.1(ii) We request for 4 weeks cure period against 2 weeks</u> <u>5.1(b) We request for 30days notice period against 7 days</u>	The RFP Clause remains unchanged The RFP Clause remains unchanged The RFP Clause remains unchanged
7.102			5.4 LIQUIDATED DAMAGES	The liquidated damage is subjected to Failure arising from the reasons solely and entirely attributable to TCS . Further TCS shall be liable to pay Rs 500 for the delayed service/deliverable against Rs 5000 per day	Yes The clause in RFP remains unchanged
7.103	6	6.1(ix)	WARRANTIES	Our standard warranty exceptions to be referred along with Disclaimer provisions.	The clause in RFP remains unchanged

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
7.104	6		6.2 THIRD PARTY CLAIMS	We can agree to indemnify for losses, claims or damages on account of bodily injury, death or damage to tangible personal property PROVIDED it is arising due to negligence or willful misconduct.	The clause in RFP remains unchanged
7.105				Clause 6.2© Exceptions to Indemnity of IPR provisions are missing so this need be included.	Department shall consider
7.106		6.3(a)	LIMITATION OF IMPLEMENTATION AGENCY (IAs) LIABILITY TOWARDS THE DOPT		
7.107				This clause needs to be mutual. Further we need to have cap on direct liability which shall not exceed total fees paid to the TCS that gives rise to such liability during 12 months immediately preceding the date of such claim. Also indirect ,special ,consequential, incidental loss to be excluded from the liability limit	Clause in RFP remains unchanged
7.108			7 INTELLECTUAL PROPERT	A detailed clause required to protect TCS Pre- existing Intellectual Property Rights and Third Party IPR –used in execution of this assignment.	Department shall consider
7.109			9 DISPUTE RESOLUTION	We prefer to have neutral arbitrator against sole arbitrator.	Clause in RFP remains unchanged
7.110			10 Service levels	The penalty is subjected to failure of service levels arising from the reasons solely and entirely attributable to TCS . Further overall cumulative penalty shall not exceed min 0.5 % of the delayed service /deliverable and max of 5 % of the delayed service /deliverable.	Clause in RFP remains unchanged

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
7.111		11	Additional clause	<p>a. Acceptance criteria to be included including deemed acceptance provisions in event of customer not giving acceptance certificate after completion of acceptance test or starts using the deliverables in live environment before issuing such acceptance certificate- to be included in contract.</p> <p>b. Termination Rights by TCS in the event of material breach by customer to be included.</p> <p>c. Non Solicitation provision to be included</p>	Department shall consider
8.01	Vol -2, Page No. 20 5.4	3	<p>Eligibility Criteria: The Bidder (single) / Prime Bidder in case of consortium should have had an average annual turnover of at least Rs. 30 Crores during the last 3 financial years ending 31st March 2011 from BPO /Call Centre /ITeS related operations.</p> <p>Documentary Evidence: Audited financial statements for the last 2 financial years.</p> <p>Provisional audited statement for year 2011-12 declared by requisite authority</p>	<p>We understand that the annual turnover for last 3 financial years (i.e. 2011-2012 is also being considered) should be atleast 30 Crores from BPO/call centre/ITes related operations, If statement for year 2011-12 Provisional audited.</p> <p>Kindly Confirm</p>	<p>Yes</p> <p>Audited Financial Statements for the past 2 years</p>

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
8.02	Vol - 2, Page No. 21 5.4	4	Eligibility Criteria: The Bidder (single) / Prime Bidder in case of consortium should have Call Centre in National Capital Region (NCR) Documentary Evidence: List of Call Centers in NCR	Considering all experience and financial credibility requirements of RFP in the view, we earnestly request you to allow consortium to meet this criteria. This will bring more specialized solution through shared goals and liabilities to your organization.	The clause in RFP remains unchanged
9.01	Volume - I - 2	B	Portal Application	Does the IA need to host the portal at RTI data center or at IA's own data center?	RTI does not have any data centre. So the hosting shall be in the bidder's location DC
9.02	Volume - I - 2	2.2.1	Premium charges	Please explain with an example the premium charges incurred by the caller when dialing the fee line of payment of RTI application fees.	These are charged by Telecom Service Provider's
9.03	Volume - I - 2	2.2.1	Procedure of filing RTI application	It is assumed that the call center agent will select the CPA which would be a mandatory field during the RTI application creation process and once the caller pays the fee for the application the same shall be pushed to the concerned CPA. Please confirm?	The payment shall be sent to the Government Account centrally IA shall not handle any payments
9.04	Volume - I - 2	2.2.1	Procedure of filing RTI application	What is the expected naming convention of the URN generated through the RTI Portal for RTI applications?	Bidder needs to suggest
9.05	Volume - I - 2	2.2.1	Procedure of filing RTI application	It is assumed that First Appeal applications URN sequence would be different from the URN created for RTI applications? Please confirm	Bidder needs to suggest

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
9.06	Volume - I - 2	2.2.1	Procedure of filing RTI application	What is the rationale behind having 2 tolled numbers i.e. one number for enquiry and application creation and the 2 nd number for paying fee when both the actions can be done on the same toll number and on the same call?	Please refer RFP Volume 1
9.07	Volume - I - 2	2.2.1.1	Call Center Access Numbers	Has DOPT already has the 2 toll numbers in place? If yes, please provide us the details of both the toll numbers and the service provider details for the respective toll numbers.	Department shall facilitate
9.08	Volume - I - 2	2.2.1.1	Call Center Access Numbers - RTI Fee Line	Please confirm if there would an IVRS required for the RTI Fee Line. If yes, please let us know if the IVRS has to be provided by IA or will it be provided by DOPT?	IVRS would be required. IA will have to configure on approval by Department
9.09	Volume - I - 2	2.2.1.1	Call Center Access Numbers - RTI Fee Line	It is assumed that RTI has an agreement with all the telecom service providers in India towards reconciliation of successful RTI application fees to be paid to DOPT and IA shall not have any role to play in this. Please confirm	IA shall have to integrate, while Department shall facilitate the agreements if any
9.10	Volume - I - 2	2.2.6	RTI Application and First Appeal Process Flow	Please let us know the TAT for CPA to respond back to RTI applications created through any channel of communication after acknowledged by the respective CPA officer?	As per the laws & rules that govern the RTI process
9.11	Volume - I - 2	2.2.6	RTI Application and First Appeal Process Flow	What is the TAT for uploading scanned documents in the RTI portal of applications received through post?	This is in the scope of the concerned Departments
9.12	Volume - I - 3	3.1.1	Setup of Call Center	Please let us know the number of agents required in the call center , the details of expected peak shift in a day, in a week and in a month and the number of agents required in the peak shift at any given point of time in a day, week and / or month.	Please refer RFP Bidder shall decide based on the volumes

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
9.13	Volume - I - 3	3.1.1	Setup of Call Center	Please let us know the expected volumes for Inbound calls in a month. Also if possible, request you to let us know the peak duration of volumes	Cannot be ascertained However, physical data has been published in the RFP
9.14	Volume - I - 3	3.1.1	Integration with RTI Portal	Please let us know the bandwidth required for connectivity between RTI Primary & DR center and IA Primary and DR center respectively. Also let us know the mode of connectivity, is it P2P or MPLS?	IA shall have to come out with requisite architecture
9.15	Volume - I - 3	3.1.1	Integration with RTI Portal	Please let us know the address for RTI Primary and DR data centers?	IA to come out with solution
9.16	Volume - I - 3	3.1.1	Training	It is assumed that the initial training on RTI norms, rules and regulations and common questions to be answered at call center will be given to IA trainers and / or agents by RTI. Please confirm. Also let us know the expected duration for the training program?	IA shall hire domain expert
9.17	Volume - I - 3	3.2.8.2	Compliance with Industry Standards	Is the IA expected to have certifications other than ISO? Please confirm if IA needs to have CMMi, ITIL and EITM certifications?	Preferred
9.18	Volume - I - 4	4.1.4	Logger	Please let us know if only voice recordings is required or both voice and screen has to be recorded? If screen recording is also required, please confirm if the storage duration is for 180 days?	Should be stored for at least 180 days minimum. Should be possible to extract old recordings. IA is expected to have a stable backup mechanism
9.19	Volume - I - 4	4.1.5	CRM	Please let us know the CRM solution that IA has to implement for the call center. Does RTI has any requirements on the CRM solution that has to be implemented or IA can implement any CRM solution?	IA to come out with solution

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
9.20	Volume - I - 4	4.2.6.3	SMS Gateway	Please let us know the technical details of the SMS Gateway and the details of the 3rd Party hosting the SMS Gateway solution	Shall be discussed with the successful bidder
9.21	Volume - I - 4	4.2.6.3	SMS Gateway	Who would be responsible for integrating the SMS Gateway with the RTI Portal and Call Center? Will it be IA or the 3rd Party providing the SMS Gateway solution?	IA shall be responsible
9.22	Volume - I - 4	4.2.7	Figure 6 - Deployment Architecture	The figure 6 deployment architecture has not been displayed in the pdf document, request you to share the image file of the architecture.	Shall be uploaded as a separate file
9.23	Volume - I - 4	4.3.4	Availability	Request for a relaxation on the network availability to 99.5% rather than 99.7%	The clause in RFP remains unchanged
9.24	Volume - I - 4	4.3.4	Availability	What is the expected up time for voice links, portal components, infrastructure and contact center components respectively?	Presumed to be 100%
9.25	Volume - I - 5	5.1	Generic Functional Requirements	FR 14 - What is the duration of archival (text and voice) required for filed RTI / First Appeal records?	180 days . Data should be retrievable at any point of time
9.26	Volume - I - 5	5.1	Other Call Center Requirements	FR - 49 - What is the TAT to clear backlog of RTI / First Appeal applications which are to be submitted on priority basis?	This clause relates to the Officers in the Government
9.27	Volume - I - 5	5.2.1	SMS	FR 60 - In section, 4.2.6.3 it has been mentioned that the SMS Gateway would be hosted by the 3rd Party, but in section 5.2.1 it is mentioned that SMS Gateway is IA responsibility. Please confirm	IA's responsibility

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
9.28	Volume - I - 5	5.2.1	SMS	FR 60 - Please clarify the process to be followed for sending outbound SMS to applicants with cell phone numbers enrolled for DND service?	This is Citizen's responsibility
9.29	Volume - I - 5	5.2.1	SMS	FR 62 & FR 63 - According to TRAI regulations, there is a limitation on the number of Bulk SMS that can be sent in a single day. Please confirm?	IA shall come out with a solution
9.30	Volume - I - 5	5.3.2.1	Email	What is the email requirements with respect to this RFP? Please specify the section where the email requirements has been mentioned in the RFP	IA shall come out with a solution
9.31	Volume - I - 5	5.3.2.1	Email	What is the level of support required in Email. Would email be another channel of communication for the applicant to be extended from the call center? If yes, please let us know the operational window, volumes per month, AHT per email and TAT for email response	Yes
9.32	Volume - I - 6	6.1	Operational and Maintenance Requirements - Resources	Can IA propose a mix of freshers and experienced profile mix for call center agent profiles?	it can be a mix of such professionals, provided the outcome does not suffer
9.33	Volume - I - 6	6.1	Operational and Maintenance Requirements - Resources	Can IA propose undergraduates for agent profiles?	No ! Graduates

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
9.34	Volume - I - 6	6.1	Operational and Maintenance Requirements - Resources	Can the SME be hired as an consultant or as an part time resource for support only during the initial 6 months - 1 year from the call center go- live date?	A Domain expert referred here shall need to be available
9.35	Volume - II - 2	2	Business Model	Please let us know if there is any location preference from RTI for call center setup or the IA can propose any location for the call center setup?	preferably in the NCR region on BSNL zone
9.36	Volume - II - 2	2	Business Model	Please let us know if there is a DR requirement for the call center? If yes, let us know the location preference and no of HOT DR seats required in the DR center?	Yes. DR would be required. IA may suggest the location of HOT DR
9.37	Volume - II - 2	2	Business Model	Request for a relaxation on the billing model of " Per Connect Minute Charges " for inbound calls and allow billing on per seat / per FTE basis	The clause in RFP remains unchanged
9.38	Volume - II - 2	2	Business Model	Request for a relaxation on the billing model of " Per Connect Minute Charges " for SMS and allow billing on per SMS basis on actuals, both for inbound and outbound SMS.	The clause in RFP remains unchanged
9.39	Volume - II - 3	3	Schedule of Bidding Process	Request for a extension on the deadline to end of July on the due date for submission of Proposals	Department shall consider

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
9.40	Volume - II - 4	4.15.1	Bid Prices	Request for a relaxation on the billing model of " Per Connect Minute Charges " and allow billing on per seat / per FTE basis for inbound calls and pay SMS charges on per SMS sent.	The clause in RFP remains unchanged
9.41	Volume - II - 4	4.15.1	Bid Prices	Please let us know the time duration for the payment to be released by RTI after the invoice raised by IA is acknowledged by RTI?	As per the GFR norms of the Govt
9.42	Volume - II - 4	4.19	Withdrawal of Proposal	Please let us know till which stage can the bidder withdraw his participation if it is not permitted to withdraw the proposal in the " interval between the deadline for submission of proposals and the expiration of the validity period of 180 days "	After the expiration date of the validity of the proposal
9.43	Volume - II - 5	5.4	Pre - Qualification (Eligibility) Criteria	Please clarify and confirm if any company in a consortium can be a primary bidder or the company providing call center services has to be the prime bidder as mentioned in section 4.4 - Consortium?	The company providing Call Centre facility is expected to be the prime bidder
9.44	Volume - II - 5	5.4	Pre - Qualification (Eligibility) Criteria	Request for a relaxation on the eligibility criteria for the prime bidder (Single / Consortium) to have a call center in National Capital Region (NCR)	The clause in RFP remains unchanged

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
9.45	Volume - II - 5	5.4	Pre - Qualification (Eligibility) Criteria	Request for a relaxation on the eligibility criteria for companies in consortium to collectively meet the eligibility criteria and not to be met alone by the prime bidder.	The clause in RFP remains unchanged
9.46	Volume - II - 7	7a	Payment Terms	Please clarify the 10% reduction would be 10 minutes after the initial 3 minutes or 7 minutes after the initial 3 minutes which has 100% payment?	See example at page 6 of Vol.II of RFP
9.47	Volume - II - 7	7a	Payment Terms	Please clarify the 3 minute slab for 24 minutes is for 24 minutes in addition to the initial 15 minutes or the slab would be for the next 9 minutes after the initial 15 minutes?	See example at page 6 of Vol.II of RFP
9.48	Volume III - 10	10.3	SLA Metrics	The SLA metrics and its associated penalties are too taxing, request for a relaxation on the SLAs and its associated penalties.	The clause in RFP remains unchanged
9.49	Volume III - 10	10.3.1	RTI Portal - Service Level Metrics	Request for a relaxation on the Baseline metrics of <10 seconds "Average TAT of request response cycle for e-filing / submission of RTI / First Appeal applications"	The clause in RFP remains unchanged
9.50	Volume III - 10	10.3.1	Service	Request for a relaxation on the Average Speed to Answer (ASA) of 90% calls in 15 seconds as the industry standard is 80% calls in 20 seconds.	The clause in RFP remains unchanged

S.No	Ref. 1	Ref.2	Reference	Query	Response/Clarification
9.51	Volume III - 10	10.3.1	Service	Request for a relaxation on the Call Abandonment Rate target from <2% to <5%	The clause in RFP remains unchanged
9.52	Volume III - 10	10.3.1	Service	Please let us know the internal quality mechanism to be followed, if any, at IA for monitoring and auditing calls? It is mentioned in the RFP that IA agents calls would be audited again by an external agency.	An audit agency identified by Department shall conduct the task. The mechanisms shall be "as per the industry norms for Audit-Checks"
10.01				What are the number of users who will be accessing the system from the Ministry (internal employees)? Only concurrent users has been given.	Approximately 2000 Government users. They may not be concurrent,\
10.02				What is the volume of documents that will have to be scanned on an ongoing basis?	Cannot be estimated. Per application, it shall be upto 3 MB
10.03				We understand that the Call Center has to be hosted by the service provider in a dedicted infrastructure for the Department. No components should be part of a shared infrastructure and that includes complete hardware including IVRS/ ACD components, servers, software licenses including OS, Database, CRM, Portal etc. All these have to be licensed in the name of the Department and the Department will be the Primary Owner.	1. Call centre may be shared, but the seat should not offer any other service except that of the RTI Call centre service. 2. The Servers, Storage & related connectivit network connectivity(ies) shal be exclusively for this department

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
10.04				<p>There is a clause in the RFP around the architecture of the Call center being platform independent. Our understanding of this requirement is that the Department should have the flexibility to move the hardware components including the IVRS/ACD, servers and software from one Data Center to another in case of change of service provider without making any major change with respect to the software or hardware configuration. The same is required to ensure that the Department is not locked by a service provider. Please clarify.</p>	<p>1 Primarily the clause is meant to block any vendor-locks 2. Any source codes (of all forms) shall be shared with the Department 3. Portability of the complete system to avoid a new vander getting ithe same configured</p>
11.01				<p>For Call Center operations since this will require RTI domain knowledge, It is assumed that DOPT will provide training to the trainers of Implementing Agency, along with other support staff. The trainers will then provide training to the agents. Please confirm.</p>	<p>Department suggests IA to hire a domain expert</p>
11.02				<p>As per the RFP, "A provision will be made to send Unique Reference Numbers to citizens by SMS and or e-mail after the submission of their RTI applications/first appeal through the Portal.". Please specify if the SMS and E-mail solutions mentioned here will be automatic solutions or manned by agents?</p>	<p>IA to come out with a solution</p>
11.03				<p>As per the RFP, "The Ministry's response will be sent to the applicant by post to the address provided". It is assumed that this activity is not in Implementation Agency's scope?</p>	<p>The activity is in the scope fo the Department</p>

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
11.04				It is assumed that no Chat solution is in Implementation Agency's scope. Please clarify.	No chat solutions
11.05				For all other languages that will be added at a later stage, please share the languages in scope and the bifurcation of these languages.	Languages specific to the state
11.06				Disaster Recovery Centre - What is the percentage of BCP operations required at the DR site?	Desired to have 100%
11.07				What is the IVR requirement?	IA to come out with an optimal solution
11.08				Are agents going to be single skill or multi skill?	Multi Skill preferred
11.09				Will there be any multimedia agent? If yes, which medium (SMS or Email).	SMS shall be in English Email - As of now, it would be in English
11.10				Is social media integration expected?	No
11.11				What is the expected call closure percentage that would be done by IVR	Cannot say at this juncture
11.12				Implementing Agency Assume that TPIN or authentication server integrated with IVR?	Yes
11.13				Will there be a database dip integration?	IA to come out with an optimal solution

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
11.14				Will the IVR be integrated with some database? If yes, is the database static or dynamic?	IVR shall be integrated IA shall offer a suggestion in their architecture
11.15				Will the customer identification be numeric or alphanumeric?	To be finalised during the process (Alphanumeric)
11.16				Are we looking at Text To Speech and Speech recognition?	No
11.17				Implementing Agency assume that Payment Gateway of SBI Bank will provide the data point details for integrating our solution.	Yes
11.18				Are we looking for Email/SMS integration on IVR?	Yes ! Preferred
11.19				Please provide the Average Handle Time for Calls , ACW and Hold Time? For both INBOUND & OUTBOUND Contact Centre Services.	Please refer RFP No outbound calls permitted
11.20				What is the expected CRM integration are in scope?	IA to suggest
11.21				What is the expectation on reports?	To be finalised during the process
11.22				Are we looking for real time and historical reporting?	Most reports expected are to be off-time
11.23				Any existing sample reports?	Department shall facilitate
11.24				Will there be integration of some external server or services for reporting?	Question not clear

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
11.25				What type of call recording expected? Voice only or screen as well ?	Voice
11.26				What percentage of screen should be recorded?	Question does not arise
11.27				What integration is expected? Web Portal or API?	IA to come out with an optimal solution
11.28				Automatic outbound SMS or Email to customer are in scope?	Yes . In the scope of IA
11.29				Volumes monthly average for RTI Applications Line?	Cannot Predict
11.30				Volumes monthly average for RTI Information Line?	Cannot predict
11.31				Month on Month growth in volumes expected?	Assumed at 10 %. But may vary
11.32				Process to be followed while handling RTI calls? Do we ask customer to call back if after getting information, he also wants to get form filled? In this case AHT will increase from 3 minutes as well as 15 minutes. How will DOPT pay us in this case?	May be treated as separate calls
11.33				Please share if arrival pattern is available?	Not available now
11.34				Please share the support staff ratios?	For the call centre, IA to come out with an optimal number
11.35				We are assuming that scope is only Inbound?	Yes

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
11.36				RTI payment Line - will this be completely automated or manned by agents?	Automated
11.37				Technology Query: Who will provide SMS Gateway - Client or Implementing Agency?	IA has to manage
12.01			Technical	DR is warm/cold//hot?	Hot
12.02			Technical	Capacity of DR is mentioned 80% of DC, is HA required at DR or 80% of single server capacity is required?	80% of single server capacity
12.03			Technical	Are workflows required to be built - the wfmc standards mentioned in the table on page no. 42 points to requirement of document centric workflows. What are these required for?	Yes
12.04			Technical	Will there be any document centric workflows required?	YES
12.05			Technical	Where will the scanning of documents happen - at call centers or centralized location? How many documents to be scanned during peak hours? What are these documents being scanned?	At the public authority's offices
12.06			Technical	What is the size and volume of these documents in content repository?	Cannot be determined now
12.07			Technical	Is offline capability required in eforms?	Desirable
12.08			Technical	Is Digital signature facility required in eforms?	No
12.09			Technical	How many form templates will be there in all?	As of now, it is only one. Department shall decide during implementation stage
12.10			Technical	Integration with the authorities will be database level integration or application level integration	Application & DB level

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
12.11			Technical	Will the interface be sharing the complete documents/videos/audios available with the authorities?	Yes
12.12			Technical	What is the existing MIS system mentioned at several places in the RFP?	Successful bidder shall be allowed to view
12.13			Page 50 - Content Management(CM)		
12.14				Does content authorng needs to take place from multiple locations?	From central location
12.15				Should it support inline editing by easy to use rich text editors?	No. It will be forms
12.16				Should it provide locking features to prevent multiple users from updating the same object simultaneously.	Yes
12.17				Should it support automatic/ manual publishing, expiration of content from RTI website.	Yes
12.18				Should it allows version control of content	Yes
12.19				Should it provide a workflow engine that is easy to tailor to your content management process.	Preferred
12.20			Page 72 - the document says that portal will have e-forms for filinwg RTI applications.	Does this e-forms needs to be avialble in offline mode to departmental users?	Yes

S.No	Ref. 1	Ref. 2	Reference	Query	Response/Clarification
12.21				Will there be any attachments along with e-forms?	Yes
12.22				How many such applications are expected to be processed during the peak hours?	Cannot be determined now
12.23				Does these e-forms need to mimic paper based forms currently being used?	Yes! The forms shall be in the "as it appears" now format
12.24				Does the e-Forms need to provide support for digital signatures?	DSC not envisaged