# Clarification dated March 11, 2021

### RFP/023/IND-2021 : (Event ID - IND10-0000008703)

### CoWIN Grievance/Query Management Helpdesk

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In response to queries received with respect to the RFP document to "*CoWIN Grievance/Query Management Helpdesk*", the following clarifications are issued for information of all concerned.

| SL. NO. | QUERY RAISED BY PROSPECTIVE BIDDER | UNDP'S REPONSE |
|---|---|---|
| 1 | Could you please relax the eligibility criteria from 5 years to 2 year, if company is registered in "Startup India" (Govt. of India program) and/or iStart program from any state? | No change in the RFP requirements. |
| 2 | Are only Indian companies allowed to submit RFQ response, or any global company can submit the RFQ response? If global company is allowed, then would you consider global experience or only experience in India? | It is an open competition and there is no restriction on participation. However, company / consortium meet the RFP's criteria related to experience. |
| 3 | As per the scope of the terms of reference, please clarify whether the Consultant needs to develop and perform the operation phase of the CoWIN Grievance/Query Management Helpdesk within the 9 months duration or the Consultant needs to develop only the CoWIN Grievance/Query Management Helpdesk in 9 months duration. | CoWIN Grievance /Query Management helpdesk along with the CRM needs to be operationalized within 10 days from the signing of the contract.<br><br>However, Organization needs to run CoWIN Grievance /Query Management helpdesk with CRM for the entire project duration.<br><br>Min 10 agent's logins are required at any given day working 24*7. |
| 4 | As per the scope of the assignment, during the operation phase of CoWIN Grievance/Query Management Helpdesk, the Consultant needs some Agents as mentioned in the terms of reference, please clarify whether the Consultant needs to provide the CVs for this position. | Yes, CV is required for all proposed team members. |

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| 5 | We request you to please extend the submission deadline by a couple of weeks to provide comfortable time to the bidders to compile the Proposals. | No change, it is a time sensitive requirement. |
| 6 | Operationalization of the Helpdesk is ONSITE or can we setup and run from our existing operational 500+ seater premises in Gurgaon. | Can be set up anywhere in Delhi/NCR region. |
| 7 | The infra and software development required as per scope of work is transferrable to UNDP after contract period is over. | Yes. Software along with the source code needs to be transferred to UNDP. |

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