

CORRIGENDUM NO – 01

E TENDER NOTICE

Department of Health and Family Welfare, Government of Chhattisgarh
Request for Proposal For
“Selection of Agency for CG Dial Health Helpline Call Center”

This has reference to e-tender No: 01/DHS/104/2021 DT. 04.10.21/ 84729 Request for Proposal for Selection of Agency for CG Dial Health Helpline Call Center under Department of Health and Family Welfare, Government of Chhattisgarh.

Following amendment has been made in the RFP:

Sr No.	Clause	RFP Content	Clauses are amended and read as below
1	Clause 18.2.2.4 Page no. 21	Experience in HR (as per qualification in the RFP) of similar kind of work in implementing Health Helpline in India in PPP/in service hiring mode with Govt. Evidence should be available in technical bid for evaluation (each staff ESI/PF certificate and ITR certificate to be attached).	Experience in HR (as per qualification in the RFP) of similar kind of work in implementing Health Helpline in India in PPP/in service hiring mode with Govt. Evidence should be available in technical bid for evaluation (ITR of agency to be submitted and provide the evidence to assess the employment on the roles of agency).
2	13. Annual Escalation Page no. 14	The base rate determined through bidding will be allowed to increase as per WPI annually. The first revision shall be made with effect from month 13 from the signing of the agreement, and subsequent revisions after every 12 months.	The base rate determined through bidding will be allowed to increase annually as per 5 percent on contract price (5% annual escalation). The first revision shall be made with effect from month 13 from the date of project Operational, and subsequent revisions after every 12 months.
3	Clause 8 Service Level Agreements Page no. 12	Service Level Agreements (SLAs)	No penalties will be imposed during first 3 months after the commencement of the project. First 3 months were treated as stabilization period.
4	Clause 18.2.16(V.) Page no 19	Service Tax Registration Certificate.	GST certificate
5	4.Manpower Break-Up for 104 Call center (4.1) Health Advice Officer	BSc Nursing/ Post basics/GNM with fluency in Hindi, English, and Chhattisgarhi Minimum of 1- year experience working for any Government/PPP/Private Sector	BSc Nursing/ Post basics/GNM /Pharmacist (BDS, AYUSH doctor, Physiotherapist can be considered) with fluency in Hindi, English, and Chhattisgarhi Minimum of 1- year experience working for any Government/PPP/Private Sector
6	18.2.1.4 Page NO.19	The bidder should have experience of operating at least a 30-seats inbound Health helpline, and a 10-seats outbound health information helpline for any state/district health authorities in any part of the country.	The bidder should have experience of operating at least a 30-seats inbound Health helpline, including 10-seats outbound health information helpline for any state/district health authorities in any part of the country.

7	18.2.21	Experience of the bidder in no of years in implementing Health helpline as per Clause 1 & 2 (Experience in implementation of validated algorithms, and Disease summaries for Health helplines validated by any of the State/central governments which have been used or in use for a minimum period of 12 months and Grievance redressal) in India in PPP /in service hiring mode with Govt	Experience of the bidder in no of years in implementing Health helpline as per Clause 1 & 2 (Experience in implementation of validated algorithms, and Disease summaries for Health helplines validated by any of the State/central governments which have been used or in use for Grievance redressal) in India in PPP /in service hiring mode with Govt												
8	18.2.2.6	<table border="1"> <tr> <td></td> <td>Experience of the bidder in no of projects implementing Outbound Health helpline in India in PPP in Govt/in service hiring mode with Govt. (Certificate must be attached by MOU signing authority)</td> <td></td> </tr> <tr> <td>A</td> <td>Experience up to 3 projects</td> <td>5</td> </tr> <tr> <td>B</td> <td>Experience 3- 5 projects</td> <td>1 0</td> </tr> <tr> <td>C</td> <td>Experience of above 5 projects</td> <td>1 5</td> </tr> </table>		Experience of the bidder in no of projects implementing Outbound Health helpline in India in PPP in Govt/in service hiring mode with Govt. (Certificate must be attached by MOU signing authority)		A	Experience up to 3 projects	5	B	Experience 3- 5 projects	1 0	C	Experience of above 5 projects	1 5	<p>Clause Omitted</p> <ul style="list-style-type: none"> •
	Experience of the bidder in no of projects implementing Outbound Health helpline in India in PPP in Govt/in service hiring mode with Govt. (Certificate must be attached by MOU signing authority)														
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9	18.2.2. V	Only the bidders who got the Score more than or equal to 60% in Technical Evaluation will be qualified for the further evaluation of financial bid	Only the bidders who got the Score more than or equal to 60% in Technical Evaluation will be qualified for the further evaluation of financial bid. Maximum total score is 85 after omission of clause 18.2.2.6												
10	18.2.1.1	A single entity duly registered /incorporated in India under the Societies Registration Act/Indian Religious, and Charitable Act/Indian Trust Act/Company Act or any other Act of State Government or Government of India for more than five years as on the date of submission of the proposal/bid. Consortium is not allowed.	A single entity duly registered /incorporated in India under the Societies Registration Act/Indian Religious, and Charitable Act/Indian Trust Act/Company Act or any other Act of State Government or Government of India for more than five years as on the date of submission of the proposal/bid. In case of startup agencies, the prevalent policy (as on date), of the Department of Industries Government of Chhattisgarh will be applicable. Consortium is not allowed.												

All other terms and conditions mentioned in the RFP shall remain same.

Sd/-
Director Health Services
Department of Health and Family Welfare
Government of Chhattisgarh