

Corrigendum no. 2

Request for Proposal (RFP) for “NHA Call Center”

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

Tender ID : **2024_NHA_810101_1**

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Date of Publishing Corrigendum-2: 09.07.2024

The National Health Authority (NHA) has decided to make the following changes in the RFP as detailed below. All the other Terms and Conditions of the RFP shall remain unchanged.

1. RFP VOLUME I

Sr. No.	RFP Volume,Page reference, Section no. & name, Point no.-	Statement As per RFP	Addition/Modification/Deletion
1	Vol-I,Page no - 30 , 4.2.1.3 Human Resource Requirement, Point - 1	Executive <ul style="list-style-type: none"> ● Graduate/Undergraduate (Undergraduate can only be up-to 30% of total Executives and Sr. Executives) ● Ability to speak English and Hindi proficiently and the regional official languages as may be specified by NHA ● Minimum 06 months 	<p style="text-align: center;"><u>To be read as under</u></p> <p style="text-align: center;">Executive</p> <ul style="list-style-type: none"> ● Graduate/Undergraduate (Undergraduate can only be up-to 30% of total Executives and Sr. Executives) ● Ability to speak English and Hindi proficiently and the regional official languages as may be specified by NHA ● Freshers/Experienced in contact center/BPO operations (Freshers can be up-to 30% of the total Executives and Sr. Executives)

Sr. No.	RFP Volume,Page reference, Section no. & name, Point no.-	Statement As per RFP	Addition/Modification/Deletion
		experience in contact center/BPO operations	Freshers means resource having 0 to 6 months experience whereas experienced means must have minimum 06 months experience in contact center/BPO operations.
2	Vol-I,page no. 65, 8.1.7 Payment Terms, Point no.-4	The payment/invoicing shall be done on a monthly basis upon submission of invoice by the Call Centre Service Provider to NHA post which payment will be made within 30 days. CCSP to ensure submission of different invoices for different processes (refer section 4.1 of this volume of the RFP) and shall be billed separately. SLA will be calculated separately for each process.	<p style="text-align: center;"><u>To be read as under</u></p> <p>The payment/invoicing shall be done on a monthly basis upon submission of invoice by the Call Centre Service Provider to NHA post which payment will be made within 60 days. CCSP to ensure submission of different invoices for different processes (refer section 4.1 of this volume of the RFP) and shall be billed separately. SLA will be calculated separately for each process.</p>
3	Vol-I, Page no - 71, 8.1.8 Service Levels, Table - One Time Service Levels, Point no.-2	<p>Attending training of master trainer at NHA:</p> <p>Measurement Criteria - 100% attendance</p>	<p style="text-align: center;"><u>To be read as under</u></p> <p>Attending training of master trainer at NHA:</p> <p>Measurement Criteria - 100% attendance (excluding any medical exigency or any unavoidable circumstances for which the vendor needs to provide replacement of the resource immediately)</p>
4	Volume I,Page no.- 55, 7.2.1 Pre-Qualification Criteria,Point no.- 1.d	d. The bidder or its wholly owned subsidiary providing BPO/Call Centre services or the parent company of whom the bidder is a wholly owned subsidiary providing BPO/Call Centre services, must have registered itself with Department of Telecommunication (DoT) as call Centre - d. Copy of valid DOT certificate for the proposed sites by the bidder.	Removed

Sr. No.	RFP Volume,Page reference, Section no. & name, Point no.-	Statement As per RFP	Addition/Modification/Deletion
5	Volume I,Page no.- 56, 7.2.1 Pre-Qualification Criteria,Point no.-6.a	The bidder must have at least- Demonstrated capability of serving customers in Hindi, English and in (9 to 13) multi-lingual official languages (should have delivered at least 10 projects)	<p style="text-align: center;">To be read as under</p> <p>The bidder must have at least- Demonstrated capability of serving customers in Hindi, English and in (9 to 13) multi-lingual official languages (should have delivered at least 5 projects)</p>
6	Volume I, Page no.- 55, 7.2.1 Pre-Qualification Criteria,Point no.-5	The Bidder should have minimum annual turnover of ₹ 100 crores from call center voice operations in each of the last three financial years (Financial years FY 2020-21, 2021-22 and 2022-23)	<p style="text-align: center;">To be read as under</p> <p>The Bidder should have minimum average annual turnover of ₹ 75 crores from call center voice operations in last three financial years (Financial years FY 2020-21, 2021-22 and 2022-23)</p>
7	Volume I, Page no.- 24, 4.2.1.2.1 Business Continuity Plan,Point no.-4	Recovery Time Objective (RTO) and Recovery Point Objective (RPO): The Service Provider must adhere to the defined RTO and RPO. They must ensure that the services can be restored within the agreed-upon RTO and that the maximum tolerable data loss does not exceed the defined RPO.	<p style="text-align: center;">To be read as under</p> <p>Recovery Time Objective (RTO) and Recovery Point Objective (RPO): The Service Provider must adhere to the defined RTO (4 hours) and RPO (2 hours). They must ensure that the services can be restored within the agreed-upon RTO and that the maximum tolerable data loss does not exceed the defined RPO.</p>
8	Volume I, Page no.- 97, 9.4.2 Form Commercial2: Commercial bid format	Connect Minute = No. of Calls * Average Handling Time of that month (seconds)/60	<p style="text-align: center;">To be read as under</p> <p>Connect Minute = No. of Calls answered* Average Handling Time of that month (seconds)/60</p>
9	Volume I,Page no.- 20,4.2 Detailed scope of work Point No. 4 of Implementation Mode	The call center agents/staff shall be required to work from bidder's office at Delhi/NCR as a regular/standard operating model. However, in case, some resource(s) require to operate remotely either at	<p style="text-align: center;">To be read as under</p> <p>The call center agents/staff shall be required to work from bidder's office at Delhi/NCR as a regular/standard operating model. However, in case, some resource(s) require to operate remotely at NHA's direction (in case of a pandemic etc.), the same shall need to be explicitly approved by NHA for the specific resource(s).</p>

Sr. No.	RFP Volume,Page reference, Section no. & name, Point no.-	Statement As per RFP	Addition/Modification/Deletion
		the request of bidder or at NHA's direction (in case of a pandemic etc.), the same shall need to be explicitly approved by NHA for the specific resource(s).	
10	Volume I, Page no.- 58,7.2.2 Technical Evaluation Criteria, 4.3	Proposed Solution, Approach and Methodology (Write-up and Presentation to NHA)	Please refer Annexure-3 of Corrigendum-2

Annexure-1

Outbound (number of records shared)		
Month	PM-JAY	ABDM
Jan'22	246380	
Feb'22	264403	
Mar'22	273057	
Apr'22	273075	
May'22	227358	
Jun'22	247918	
July'22	247212	
Aug'22	287874	
Sep'22	247016	
Oct'22	282445	
Nov'22	237288	
Dec'22	274478	
Jan'23	250598	659
Feb'23	301430	16652
Mar'23	387945	3621
Apr'23	324529	20975
May'23	366926	584
Jun'23	353302	1094
Jul'23	292289	712733
Aug'23	319564	35125
Sep'23	258617	2844
Oct'23	191255	1508
Nov'23	352089	18315
Dec'23	116291	48626
Jan'24	290132	537

Inbound					
Month	Covid/Co-Win	PMJAY	Convergence	ABDM	EHCP
	Calls	Calls	Calls	Calls	Calls
	Offered	Offered	Offered	Offered	Offered
Jan'21	80091	104462	4980	3379	
Feb'21	103881	133899	1825	3046	
Mar'21	296426	165583	3910	2517	
Apr'21	443720	76751	1279	2266	
May'21	476257	58803	2100	2515	
Jun'21	416486	68800	2624	2906	
July'21	540079	101081	2420	4098	
Aug'21	544407	83829	1951	1315	
Sep'21	365214	156509	2250	10773	
Oct'21	139488	102266	2898	29748	
Nov'21	96760	81316	5684	12277	
Dec'21	104606	91396	25455	9703	
Jan'22	243672	87894	34207	15401	
Feb'22	104757	66183	28812	8310	
Mar'22	64850	62223	29381	17866	
Apr'22	58037	26967	21050	9806	
May'22	46578	49333	21101	9791	
Jun'22	43092	47924	27114	9305	
July'22	95468	68203	29444	8566	185
Aug'22	119203	115342	29653	9637	227
Sep'22	66735	186323	31633	9984	159
Oct'22	22143	102466	28206	9224	179
Nov'22	21542	153833	33730	14063	227

Feb'24	223528	403
Mar'24	279376	175239
Apr'24	238150	250
May'24	215722	3316

Dec'22	28733	16063 5	31055	15228	190
Jan'23	22450	11901 7	32301	13629	181
Feb'23	16401	13200 7	28088	11204	134
Mar'23	15905	14116 8	27540	11071	155
Apr'23	19063	12551 1	23559	8951	157
May'23	14483	13290 9	27021	10373	148
Jun'23	13209	15165 2	34493	10351	165
Jul'23	14655	22182 8	30848	15690	184
Aug'23	12671	23850 5	30707	27682	391
Sep'23	11710	29874 5	27939	30150	129
Oct'23	11541	27184 6	24669	33763	273
Nov'23	8571	14788 4	19590	20261	145
Dec'23	12359	17863 2	20163	27549	176
Jan'24	7803	14958 7	19615	26471	106
Feb'24	9696	14345 9	19348	23684	86
Mar'24	10202	19728 7	17537	23945	92
Apr'24	8460	96913	18460	13272	174
May'24	8374	94711	15373	17370	71

Annexure-2

December'2023		
Language	ABDM	PM-JAY IB
Assamese	0	1338
Bengali	0	793
English	1468	3071
Gujrati	0	7878
Hindi	22039	171718
Kannad	725	373
Malayalam	1065	2096
Marathi	0	12763
Oriya	0	2
Other	268	5081
Punjabi	0	865
Tamil	1105	1219
Telugu	879	1195
Naganese	0	12
Grand Total	27549	208404

January'2024		
Language	ABDM	PM-JAY IB
Assamese	0	681
Bengali	0	527
English	1355	1910
Gujrati	0	4496
Hindi	21355	128848
Kannad	792	202
Malayalam	862	1744
Marathi	0	6387
Oriya	0	204
Other	239	2766
Punjabi	0	408
Tamil	1111	880
Telugu	757	523
Naganese	0	11
Grand Total	26471	149587

Feb' 2024		
Language	ABDM	PM-JAY IB
Assamese	0	433
Bengali	0	571
English	1393	1926
Gujrati	0	2815
Hindi	18750	106286
Kannad	907	123
Malayalam	523	877
Marathi	0	3473
Oriya	0	346
Other	164	817
Punjabi	0	458
Tamil	1087	909
Telugu	860	608
Naganese	0	3
Grand Total	23684	119645

March'2024		
Language	ABDM	PM-JAY IB
Assamese	0	414
Bengali	0	656
English	1244	2319
Gujrati	0	3135
Hindi	19677	151545
Kannad	710	127
Malayalam	705	941
Marathi	0	2861
Oriya	0	229
Other	1	0
Punjabi	0	471
Tamil	869	762
Telugu	739	445
Naganese	0	4
Grand Total	23945	163909

April'2024		
Language	ABDM	PM-JAY IB
Assamese	0	234
Bengali	0	301
English	922	1402
Gujrati	0	2323
Hindi	10621	73435
Kannad	404	74
Malayalam	305	440
Marathi	0	1737
Oriya	0	114
Other	169	114
Punjabi	0	300
Tamil	467	442
Telugu	384	255
Naganese	0	4
Grand Total	13272	81175

May'2024		
Language	ABDM	PM-JAY IB
Assamese	0	286
Bengali	0	457
English	862	1310
Gujrati	0	2240
Hindi	14737	72121
Kannad	372	79
Malayalam	454	503
Marathi	0	1661
Oriya	0	159
Other	46	88
Punjabi	0	280
Tamil	538	431
Telugu	361	221
Naganese	0	2
Grand Total	17370	79838

Annexure-3

Citation	Illustrative areas to be demonstrated	Score	Documentary Evidence
Overall Solution	Proposed IT Solution, Application & Features	10	Design & Solution Plan
	Modularity of the system		
	Scalability to handle future calls by adding additional compute and no constraints on the application		
	Integration with NHA systems, Multiple States' helpdesks.		
	Risk and mitigation Plan		
	Plan to handle multiple stakeholders		
BC Plan	Business Continuity Plan and Offering (including Operational/ Transactional Data (The bidder may offer a solution that spans across multiple sites in India, as specified above. However, all the sites MUST comply with the conditand specifications as given in this RFP.)	5	Design & Solution Plan
Security Framework	Access & Identity Management	7.5	Design & Solution Plan
	Governance framework to cover the threat landscape		
	Solution to ensure fool proof security to the system from various threats including hacking attempts, internal threats, etc.		
Approach for Implementation of the project	Approach for project implementation and bidder's plan for performing the required services as detailed in scope of work in the tender/RFP and to meet the desired SLAs	5	Design & Solution Plan
CSAT Solution	CSAT Area's to be demonstrated (Voice based – incoming / outgoing)	2.5	Design & Solution Plan
	Mail based CSAT (If applicable)		
	Form based CSAT (If applicable)		
	Any other method of feedback		
Reporting Dashboard	Demonstration of operational reports	7.5	Design & Solution Plan
	Demonstration of Management Reports		
	Demonstration of customized Dashboard for management view		
Other Certifications	ISO 27001-2013 (Upto latest version)	2.5	Bidder has to submit copy of valid certification.

Annexure-4

Month	Calls Transferred on IVR for Feedback	Survey Recorded
May'24	29317	16883
Apr'24	30336	17980
Mar'24	55852	34514
Feb'24	52293	32241
Jan'24	59366	36382
Dec'23	67725	41686