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Tender Title :	Request for Proposal for NHA Call Center				
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Date: 05.12.2024

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

Title:- Request for Proposal (RFP) for “NHA Call Center”

Tender ID : **2024_NHA_833708_1**

Date of Publishing RFP: 05.11.2024

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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.

RFP VOLUME I

Sr. No.	RFP Volume, Page reference, Section no. & name, Point no.-	Statement As per RFP	Addition/Modification
1	Volume I, 56, 7.2.1, Pre-Qualification Criteria, Human Resource Strength and Capability point 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 5 projects)	To be read as: The bidder must have demonstrated the capability to serve customers in Hindi, English, and at least 4 additional official or regional languages, with a minimum of 5 successfully completed projects.