



OFFICE OF THE MISSION DIRECTOR
NATIONAL HEALTH MISSION, ASSAM
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No: NHM/MCTS/Call-Centre/2938/2016-17/Pt-I/6193

Dated: 15/09/2016

CORRIGENDUM NOTICE AND EXTENSION NOTICE No - 1
REQUEST FOR PROPOSAL FOR ESTABLISHMENT OF ASSAM MCTS CALL CENTRE

Terms & Conditions incorporated in Tender No. **No: NHM/MCTS/Call-Centre/2938/2016-17/Pt-I/4348 Dated: 24/08/2016** have been amended as mentioned below:

1. Last date of submission of Bid extended up to 26/09/2016 (up to 2.00 pm)

S. No.	Particular	Date
1.	Last date for issuance / sale of RFP document	26 th September 2016
2.	Last date and time for bid submission	26 th September 2016 at 2:00 PM
3.	Date and time for opening of financial bids	26 th September 2016 at 2:30 PM

2. Clause no “4.4.8.12 - Period of Validity of Bids” has been amended as mentioned below:

“Bids shall remain valid for 90 days from the date of submission of bid. National Health Mission, Assam holds the rights to reject a bid valid for a period shorter than 90 days as non-responsive, without any correspondence. In exceptional circumstances, Department may solicit the bidder’s consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. The bid security shall also be suitably extended. A bidder may refuse the request without forfeiting the bid security. A bidder granting the request will not be permitted to modify its bid.”

3. "Form – 4: Experience of Call Centre Capacity" has been amended as mentioned below:

This is to certify that ----- (name of the organization), having registered office at -----
----- (address of the registered office) is operating a multilingual call centre with capacity
of more than 25 physical seats from _____ (location of the call centre) and has
appropriate human resource.

(Signature of Authorized Signatory)

Signature:

Name of the Authorized Signatory:

Designation:

4. Annexure 3: Financial Format has been amended as mentioned below:

6.3 Annexure 3: Financial Format

Sl	Particulars	Unit Rate	Quantity	Number of Months	Amount (Rs.)	Taxes (%)	Taxes Amount (Rs.)	Total Cost for 1 st Year	% of increase for subsequent year	Amount for subsequent year
A	B	C	D	E	F	G	H	I	J	K
					$F = C \times D \times E$		$H = F \times G / 100$	$I = F + H$		$K = I + I \times J / 100$
A	One Time Cost									
1.	Additional Hardware (Please specify)									
2	Software and Licenses									
3	Furniture									
4	Orientation training									
5	Others (If any)									
Sub Total A										
B	Recurring Cost									
1	Call Centre Agent (per month)		22	12						
2	Medical Officer (per month)		3	12						
3	Supervisor (per month)		2	12						
4	IT support / MIS Expert (per month)		2	12						
5	Quarterly refresher training									

Sl	Particulars	Unit Rate	Quantity	Number of Months	Amount (Rs.)	Taxes (%)	Taxes Amount (Rs.)	Total Cost for 1 st Year	% of increase for subsequent year	Amount for subsequent year
A	B	C	D	E	F	G	H	I	J	K
					$F = C \times D \times E$		$H = F \times G / 100$	$I = F + H$		$K = I + I \times J / 100$
6	Maintenance cost of existing hardware									
7	Maintenance cost of new hardware									
8	Maintenance cost of the software									
9	Institutional Overhead (All expenditure including hiring of space, electricity bill, Internet Bill, infrastructure maintenance, project management cost, etc)									
10	Other Cost (Please specify)									
Sub Total (B)										
Total Cost (A + B)								V 1		V 2
Total cost proposed by the bidder (This value will be calculated for consideration of L1)								V 1 + V 2		

5. All other terms & conditions of the RFP will remain same.

Sd/-
Mission Director,
National Health Mission, Assam