

**Ministry of Health & Family Welfare
Mission Mode Project Cell

Ref.: Z18015/28/2019-MMPCRCHDivision

Date: 26th February, 2020

Corrigendum-1

Subject: Corrigendum -1 regarding Clarification of Pre-bid meeting

In connection with the RFP for Selection of Telecom Service Provider (TSP) for providing Telecom Connectivity to Reproductive and Child Health (RCH) Division of MoHFW vide Tender Document No.: Z18015/28/2019-MMPCRCHDIVISION, the clarifications of Pre-bid meeting held on 22nd January, 2020 at 11:00 am are enclosed as "Annexure-A".

2. It is to be noted that revised date for submission of the bid is 12th March, 2020 before 3:00 pm.
3. All other terms and conditions of the RFP will remain unchanged.

- Sd -

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Annexure A

S. No	RFP Volume	Category Page Number and Section, Clause, Sub-clause	Existing Provision/Clause in the RFP	Clarifications/ Response by MoHFW
1.	I	Page 29, Clause 10.1.1 S.No. 10	The bidder should have a positive Net Worth (Paid up Share Capital plus Free Reserves after deducting accumulated Losses / Fictitious Assets) as on 31st March, 2019.	<u>Existing clause stands deleted along with relevant form</u>
2.	I	Page 30, Clause 10.1.1 S.No. 11	As on the date of submission of the bid, Bidder should not have any undisputed statutory liability outstanding for more than 6 months from the date such dues had become payable for payment as on date of submission of the bid.	<u>Existing Clause stands deleted along with relevant form</u>
3.	I	Page 6, Clause 4, S.no 7 i	An original and one additional copy of each bid along with one copy of non-editable CD/DVD for Prequalification bid	<u>Amended Clause may be read as under:</u> An original and one additional copy of each bid for Prequalification bid. There is no requirement for submission of the soft copy of the proposal.
4.	I	Page 11, Clause 7.2.1.19	At the termination or closure of the contract all the long codes / Toll Free Numbers provided / provisioned by the TSP would be transferred in the name of MoHFW without any financial implication to the MoHFW.	<u>Amended Clause may be read as under:</u> 7.2.1.19 - At the termination or closure of the contract all the long codes / Toll Free Numbers provided / provisioned by the TSP would be configured by the TSP in a manner that all the calls would be transferred to the DID mentioned by the MoHFW. In such a case, the payment would be released based on the actual consumption of pulses and prevailing pulse cost as per contract. In this scenario, there will be no provision of minimum commitment of calls for this extended period.
5.	I	Page 12, Clause 7.2.4	MIS Requirement The TSP shall design, implement and develop a tool to monitor the performance indicators listed as per the SLAs mentioned in the RFP, along with PRI/SIP uptime	<u>Existing Clause 7.2.4.1, 7.2.4.2 and 7.2.4.3 stands deleted.</u> <u>Amended Clause may be read as under:</u>

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			reports with circle wise breakup reports. The TSP would also be required to provide/facilitate centralized MIS reports to meet the reporting requirements. Various MIS reports, but not limited to, required for the project, covering the SLA and performance parameters would be required. For MIS reporting system the TSP will ensure that:	7.2.4 The TSP shall provide the Monthly MIS Reports through email / FTP as per the broad format provided in Appendix A. In case of non-submission of the MIS beyond 1 week after completion of the month will attract a penalty of 0.5 % of the quarterly bill amount for each completed day beyond seven days.
6.	I	Page No. 16, Clause 9.4.1. - RFP Document Fees	RFP Document Fees	Clarifications- Please refer RFP Vol – I, Page No. 5
7.	I	Page 6, Clause 2, S No 5	Date of bid submission -Bid must be submitted no later than the following date and time: 06.02.2020 by 3:00 pm	The Amended Clause may be read as under: Date of bid submission: Bid must be submitted not later than 12 th March 2020 by 3:00 pm. Accordingly, the submitted proposals would be opened same day at 4:00 pm by the MoHFW.
8.	I	Page 26, Clause 9.5.21. iii, iv & v	PBG 10% of TCV for 42 Months	The Amended Clause may be read as under: iii. The initial PBG for first year shall be for an amount equivalent to 10% of yearly Contract Value (CVy) i.e. one third of the Absolute Financial Quote (Fab) defined in Annexure 3 in the RFP. iv. The yearly Contract Value (CVy) for succeeding years will be defined by the MoHFW based on the pay out to the TSP in the previous year. The TSP has to submit a new PBG based on the revised yearly Contract Value (CVy) for next year. The submission of the new PBG shall be a month prior to the expiry of the existing PBG. v. The submitted PBG shall be

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				valid for 15 months. All charges whatsoever such as premium, commission etc. with respect to the PBG shall be borne by the Bidder. In case of the non-submission of the PBG, the subsequent payments of the TSP will be on hold and the EMD of the TSP may forfeited by the MoHFW.
9.	I	Page 9, Clause 6.7.1	Kilkari & Mobile Academy The Kilkari service is presently configured with outbound number is 0124-3309999 and inbound number is configured with 0124-3044304 (through Toll Free Number) respectively. The inbound number also a TFN associated to it i.e. 180030101703. The Mobile Academy is purely an inbound service with TFN 180030101704 duly mapped with Direct Inward Dialling (DID) number is 1243044300. This long codes and PRI lines have been provisioned through Reliance Communications Limited	<p><u>Clarifications-</u></p> <p>1. The number of DID's are provided below:</p> <p>a) Inbound DID (4 Nos.)-</p> <ul style="list-style-type: none"> i. Mobile Academy -1 ii. Testing -1 iii. Kilkari Inbox-1 iv. Kilkari 48 Week-1 v. Kilkari 72 Week -1 <p>b) Outbound DID (2 Nos.)-</p> <ul style="list-style-type: none"> vi. Kilkari Outdial-1 vii. OutDial Testing -1 <p>Separate Pilot numbers are required for Outbound and Inbound Calls.</p> <p>The requirement mentioned in the RFP is indicative in nature and may change during the course of the project.</p>
10.	I	Page 9, Clause 6.7.2	6.7.2. Mother and Child tracking Facilitation Centre (MCTFC) MoHFW has its own data centre for Mother and Child tracking Facilitation Centre project at NIHFWS Campus, Munirka, New Delhi. The present services broadly have 25,000 minutes of outbound calls on daily basis. The system also has provision of inbound calling through 10588 short code as missed call. Around 30 minutes of outbound calls were made on daily basis. Once inbound number is advertised, the number of calls may increase exponentially.	<p><u>Clarifications-</u></p> <p>The Project at NIHFWS Munirka would continue to operate on PRI Lines</p>
11.	I	Page 9, Clause 6.7.3	JSK & Other Call Centres MoHFW has operationalised Jansankhya Sthirata Kosh (JSK) &	<p><u>Clarifications-</u></p> <p>The JSK Call centre currently</p>

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			Other Call Centres initiatives on outsourced basis from the premise of a private Call centre Service Provider (CSP) from NSEZ Noida. The JSK call centre is presently configured with toll free number 18001116555 for inbound calling. This long code and lines have been provisioned through MTNL. The Other Call Centres initiatives are yet to be operationalised by the MoHFW. The long codes for Call Centres initiatives is to be provided by the TSP.	operates from SEZ Noida. As on date, JSK Project is operational with 1 PRI line and 1 Toll Free Number. However, the number of PRI Lines and TFN required for the JSK Project may change during the tenure of the contract. Further, the JSK project would continue to operate on PRI lines.
12.	I	Page 10, Clause 7.1.2	The connectivity needs to be terminated at the respective data centres in order to get the reproductive and child health services accessible to users. The telephony platform where the PRI lines /SIP trunking will terminate will be provided by the MoHFW to the successful bidders. The TSP is also required to provide SMS gateway services to send SMS to support the IVR services.	<p><u>Clarifications-</u></p> <p>It is clarified that the hardware at data centre would be provided by MoHFW that supports the connectivity provided by the TSP. Following connectivity will be provided by the TSP:</p> <ul style="list-style-type: none"> ➤ For PRI – Fibre drop from IVR MUX to DC ➤ For SIP – Ethernet drop at DC <p>It is also clarified that PBX is to be provided by the TSP.</p> <p>The SMS Gateway Services should have open API connectivity and user interface access to send SMS.</p>
13.	I	Page 10, Clause 7.2.1.1	Implementation Requirements 7.2.1. Requirements of PRI lines /SIP trunking	<p><u>Clarification-</u></p> <p>Please refer Appendix B of the corrigendum for details.</p>
14.	I	Page 10, Clause 7.2.1.3	7.2.1.3. The SIP gateway to be provided by the provider should support G.711 codec and as well other relevant SIP standard codecs.	<p><u>Amended Clause may be read as under:-</u></p> <p>The SIP gateway to be provided by the provider should support G.711 / G.729 codec and as well other relevant SIP standard codecs</p>
15.	I	Page 10, Clause 7.2.1.4	The TSP would be responsible for migration of existing Toll Free Numbers to their network or may need to provide similar Toll Free number.	<p><u>Amended Clause may be read as under:</u></p> <p>7.2.1.4. TSP would be responsible for receiving and managing the calls forwarded</p>

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				by the existing TSP to their network.
16.	I	Page 11, Clause 7.2.1.14	The requirement of SMS services could be met by the TSP or sub-contracted to an aggregator for which the TSP shall continue to remain the single point of contact for MoHFW	<u>Clarifications-</u> Please refer Appendix B of the corrigendum for details.
17.	I	Page 11, Clause 7.2.1.17	In future, MoHFW may provide its own toll-free long-codes. The TSP should map such toll-free numbers to the PRI lines /SIP trunking without any financial implication to MoHFW.	<u>Clarifications-</u> It is clarified that Short codes for the project will be provided by MoHFW.
18.	I	Page 11, Clause 7.2.2.2	The TSP will need to provision for at least 4 toll free codes for each project i.e. at least 12 numbers.	<u>Amended clause may be read as:</u> The TSP will need to provision for at least 2 toll free codes for each project i.e. at least 6 numbers.
19.	I	Page 13, Clause 7.4.1	All Data Centre Providers / Call Centre Service provider shall facilitate the TSP in access to the site and installation of their equipment.	<u>Clarifications-</u> The cross-connect charges will be managed by MoHFW
20.	I	Page 13, Clause 7.4	Data Centre / Call Centre Sites of MoHFW Projects / Programmes	<u>Clarifications-</u> The charges related to Data Centre infrastructure like Power, Space etc. would be managed by MoHFW.
21.	I	Page 29, Clause 10.1.1 Sno. 8	TSP should have its Network operating centre for 24x7x365 support and also redundant NOC in different seismic zone in India. Form-8 Supporting document/undertaking.	<u>Amended Clause may be read as:</u> TSP should have its telephonic support/ helpdesk for 24x7x365 support. - Please refer revised Form-8 placed as Appendix C the corrigendum.

Appendix A

1. SLA REPORT FORMAT

		SLA Monitoring				
		Frequency	01-Mar-20	02-Mar-20	---- --	30-Mar-20
UP Time (In Mins)		Weekly				
Down Time (In Mins)		Weekly				
PRI Utilization (%)		Weekly				
% SLA Meet for the day.		Weekly				
Voice Calls Parameters - (State Wise or all states)	Calls Attempted	Daily				
	Calls Completed	Daily				
	Call Response BUSY	Daily				
	Call Response - No Answer	Daily				
	Call Response - Switch off	Daily				
	Call Response - Invalid numbers	Daily				
	Call Response - Unknown / Others	Daily				

2. Detailed Call Report

	Planned/unplanned downtime activity			
	01-Mar-20	02-Mar-20	03-Mar-20	30-Mar-20
Number of channels impacted				
Service Type - Inbound / Out Bound				
Start Time				
End Time				
Total Downtime (in Mins)				
Ticket NO				
Brief				
Impacted Circle/Service				
Application Name				
Planned / Unplanned				
Detailed Description				
Resources involved				
Issues Faced :				
RCA Shared :				

3. Detailed Call Report

Call Start Date & Time	Call End Date & Time	A Party Number	B Party Number (LRN + B Number)	Total Duration	Release Code

Appendix B

Project	Location	Number Of PRI Lines	Sms Gateway*	Toll Free Numbers	Number Of Inbound/ Outbound Channels	Call Volume
Kilkari and Mobile Academy	RailTel Data Centre, Gurgaon	48	YES	1 TFN for Kilkari, 1 TFN for MA	41 Outbound	3,00,000 minutes of Outbound daily/ 3000 minutes of inbound calls
					6 Inbound	
					1 Testing	
MCTFC	NIHFW, Munirka	10	NO	NA	8 Outbound	25,000 minutes of outbound calls daily
					2 Inbound	
JSK	SEZ, Noida	1	YES	1 TFN	Only Inbound	400 minutes of inbound calls daily

*Note: 1. Open API Connectivity AND User Interface Access would be required to send SMS (TRAI exempted SMS) through Application to the Beneficiary / Health Worker.

Appendix C

Form 8: Helpdesk details

[On the letterhead of the organization]

This is to certify that ----- (name of the organization), as on date of submission of the bid has its own telephonic support/ helpdesk for 24x7x365 support at _____ (helpdesk number).

Date:

Signature of the Authorized Signatory:

Name of the Authorized Signatory:

Name of the Bidder:

Seal of the Bidder: