

## RFP for empanelment of service providers for Printing/Production and Delivery of AB-NHPM information letter, Envelope & Family Card

Tender No.: S.12012/90A/2018-NHA

Date of Publishing the RFP: 21.07.2018

### Corrigendum No. 2 dated 26.07.2018

Basis the pre-bid meeting and pre-bid queries received on the RFP the National Health Agency (NHA) has decided to make the following changes in the RFP as described in the table below-

S. No.	RFP section reference	RFP clause	Modification/Change/Insertion
1.	Section 2.1.14, , clause 3- Award of Contract, Page # 15	The empaneled service providers are expected to commence the services within 3 days of allocation of work. In exceptional cases NHA may grant extension if the delay is due to reason not in control of the Service Provider.	The empaneled service providers are expected to commence the services <b>within 7 days (from the date of signing the contract between the Purchaser and the service provider)</b> . In exceptional cases NHA may grant extension if the delay is due to reason not in control of the Service Provider.
2.	4.1.2.3 Commencement of Services, Page no. 35	The Service Provider shall begin carrying out the Services within 3 days from the Effective Date specified in the SC.	The empaneled service providers shall begin carrying out the Services <b>within 7 days (from the date of signing the contract between the Purchaser and the service provider)</b> .
3.	4.2 Part II – Special Conditions of Contract, sub section 4.1.2.3, page no. 48	The date for the commencement of Services: Within 3 days from the signing of the contract between the Purchaser and the Service Provider.	The date for the commencement of Services: Within <b>7 days from the date of signing</b> of the contract between the Purchaser and the Service Provider
4.	Section 3.2.1.1 One time SLA parameter, page no. 28, point no. 3 - Deliverable: Commencement of services (To be read with Corrigendum no.	Measurement Criteria: Within 3 days from the date of signing the contract between the Purchaser and the Service Provider Timelines a. Within 3 days (including 30th Day) from the date of signing the contract between the	Measurement Criteria: <b>Within 7 days from the date of signing the contract between the Purchaser and the Service Provider</b> Timelines a. Within <b>7 days</b> (including 7th Day) from the date of signing the contract between the

S. No.	RFP section reference	RFP clause	Modification/Change/Insertion
	1 dated 25.05.2018)	<p>Purchaser and the Service Provider: Penalty – NIL</p> <p>b. Delay of every 1 day from 3<sup>rd</sup> day from the date of signing the contract between the Purchaser and the Service Provider: Penalty – INR 1,00,000/- per day of delay. Capped at maximum of INR 10,00,000/-.</p> <p>c. Delay beyond 10 days starting from 3<sup>rd</sup> day from the date of signing the contract between the Purchaser and the Service Provider: Penalty - NHA may choose to terminate the contract and PBG can be forfeited.</p>	<p>Purchaser and the Service Provider: Penalty – NIL</p> <p>b. Delay of every 1 day from <b>7<sup>th</sup> day</b> from the date of signing the contract between the Purchaser and the Service Provider: Penalty – INR 1,00,000/- per day of delay. Capped at maximum of INR 10,00,000/-.</p> <p>c. Delay beyond 10 days starting from <b>7<sup>th</sup> day</b> from the date of signing the contract between the Purchaser and the Service Provider: Penalty - NHA may choose to terminate the contract and PBG can be forfeited.</p>
5.	Part II – Service Level Agreement, 3.2.1.2- 4 and new clause inserted vide Corrigendum No. 1 dated 25.07.2018, serial number 5 -	<p>Activity: Delivery &amp; receipt of ABNHPM Beneficiary Information Letter with Family Card</p> <p>Benchmark period: 3 Days from the dispatch of letters by the Bidder</p> <p>Clause:</p> <ol style="list-style-type: none"> <li>1. If performed within 3 days*, no penalty will be applicable.</li> <li>2. If performed within 3 Days* after benchmark periods – 5% of payment applicable for the default services, shall be charged as penalty.</li> <li>3. If performed after 5 Days* from the benchmark period– 10% of payment applicable for the default services shall be charged as penalty.</li> <li>4. If not delivered and receipt within 10 Days* from the benchmark period than 100% of payment applicable for the default services shall be charged as penalty.</li> <li>5. NHA may provide relaxation on turnaround Time in exceptional case.</li> </ol> <p>*excluding three national holidays</p>	<p>Activity: Delivery &amp; receipt of ABNHPM Beneficiary Information Letter with Family Card</p> <p>Benchmark period: 3 Days from the dispatch of letters by the Bidder</p> <p>Clause:</p> <ol style="list-style-type: none"> <li>1. If performed within 3 days*, no penalty will be applicable.</li> <li>2. If performed within 3 Days* after benchmark periods – 5% of payment applicable for the default services, shall be charged as penalty.</li> <li>3. If performed after 5 Days* from the benchmark period– 10% of payment applicable for the default services shall be charged as penalty.</li> <li>4. If not delivered and receipt within 10 Days* from the benchmark period than 100% of payment applicable for the default services shall be charged as penalty.</li> <li>5. NHA may provide relaxation on turnaround Time in exceptional case. <b>However, it is clarified that a relaxation, on the turnaround time, may be provided in cases where the delivery is required to be</b></li> </ol>

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			<b>done in far flung areas. Such relaxations shall be granted only on the approval of NHA.</b> *excluding three national holidays
6.	Annexure IV – Indicative copy of AB-NHPM Beneficiary Information Letter	Sample copy of Letter (Front)	It is clarified that the windows displaying 'Photo' on the front section of the indicative copy shall contain <b>static data</b> only.