

Dr.NTR Vaidya Seva Trust

Government of Andhra Pradesh

Door No.25-16-116/B, Chuttugunta, Behind Gautam's Hero Showroom, Guntur-522004

U.O. Note No : Dr. NTR VST/HR/ 286/2017,

Dated : 15.09.2017

Sub : Dr. NTR VST – HR- Tender Notification for Supply of Manpower for Dr. NTR Vaidya Seva Trust and 104 Call Centre – Corrigendum issued – Reg.

Ref: Lr. No : Dr. NTR VST/HR/ 286/2017,Dated : 06.09.2017

It is to inform that vide reference cited, e-Tender Notification has been issued for supply of Manpower for Dr. NTR Vaidya Seva Trust and 104 Call Centre through e-procurement portal.

As a part of Tender schedule pre-bid meeting has been held on 14.09.2017 at 11:00 AM at Trust Head Office, Chuttugunta, Guntur and as requested by the Agencies corrigendum has to be issued on the following.

1. Under Eligibility criteria of the bidder at **page no 39** of the Bid Document, the words "Joint venture is not applicable" are deleted. However, it is made clear that the Trust will deal with only outsourcing agency which is responsible for the entire business.
2. Under SLA's at **page no 21** of Bid Document, the penalty indicated against Sl. No 1 to 5 under parameters is replaced as follows. "0.25% of the payment pertaining to 104 Call Centre for that particular month".Further, under Sl. No 4, Average Handling Time (AHT) of a call is maximum 3 minutes for Health Advisors and 3 minutes minimum for counsellor and Medical Officers.
3. Under Schedule 3 regarding Manpower Requirement for 104 Sevakendram at **page No 15** of Bid Document the remuneration for Grievance and MIS Executives (Sl. No 6) may be read as Rs. 18,000/- per month instead of Rs. 16,000/- per month.
4. Under Instructions to bidders at Sl. No 21 at **page No 38** of Bid Document instead of within twenty days it may be read as ten days (10).
5. Under General Instructions to the Service Provider at Sl. No 20 at **page No 35** of Bid Document the date to credit the salary to all the manpower read as on or before 7th of every month.
6. Under Form F1-Cost breakup table for schedule I and II at **page No 52** of Bid Document, same may be read as schedule I, II and III and
a)The Agencies are required to quote the commission upto maximum of 5% only in the financial bid.

- b) The Service Provider shall deduct employee's contribution of Provident Fund and remit along with the Employer's share to the respective EPF Accounts of the individual employees. So as with the ESI contributions.
7. Under Qualification criteria of the schedules at **page No 40** of the Bid Document against item SL. No: 1 instead of submitting Form 4a (2) and 4a(3) the agencies are required to furnish the balance sheets for the years 2014-15,2015-16 which were already submitted to IT Department and for the year 2016-17 balance sheet duly certified by the Chartered Accountants / Statutory Auditors where auditing has not been completed.
8. Under General Instructions to the Service Provider at **page no 35**, Sl. No : 29 is added as follows. "all the existing staff working in 104 Sevakendram, Operations Department and Trust Head Office must be continued by the new outsourcing agency".
9. Under attachment T1 A at under company profile at **page No : 48** Bid Document at SL . NO 6 titled Legal Status the word "proprietary firm is deleted".

The General Manager PMU Department is requested to upload the corrigendum in the e - procurement portal & Web portals of Dr.NTR Vaidya Seva Trust and EHS immediately and submit compliance report in the matter.

To

The General Manager (PMU).


Chief Executive Officer