

RFP for – Selection of service providers for printing/production and delivery of PM-JAY information letter, envelope and family card at National Health Agency

Tender No.: S.12014/12/2018-NHA

Date of Publishing the RFP: 20.11.2018

Corrigendum No. 3 dated 30.11.2018

Based on the pre-bid queries and inputs from bidders during pre-bid meetings the National Health Agency (NHA) has decided to make the following changes in the RFP. The same are detailed below:

S. No.	RFP section reference	RFP clause	Modification in RFP clause
1.	Section III- Scope of work, 3.1.1- General	<u>Original clause of RFP</u> After selection of Service Provider through this RFP process, the selected Service Provider will be required to deliver the services as per the requirements detailed in this section. NHA estimates to print nearly 1.93 cr. (approx.) letters during the contract period at the rate of approximately 5 Lakh letters per day.	<u>To be read as under-</u> After selection of Service Provider through this RFP process, the selected Service Provider will be required to deliver the services as per the requirements detailed in this section. NHA estimates to print nearly 1.93 cr. (approx.) letters during the contract period at the <b>rate as specified under minimum weekly output in service level agreements (i.e. minimum 50 lakhs per week)</b>

S. No.	RFP section reference	RFP clause	Modification in RFP clause
2.	Section III- Scope of work, 3.1.9- Mode of dispatch of PM-JAY Information Letter and family card	<b><u>Original clause of RFP</u></b> Advance payment to be made to DOP and text “POSTAGE PRE-PAID” to be printed on the envelope.	<b><u>To be read as under-</u></b> Advance payment shall be made to DOP by NHA. <b>Service provider is required to deliver the beneficiaries PM-JAY Information Letter and family card to the relevant district in the particular State as per annexure 1 of this corrigendum</b> and text “POSTAGE PRE-PAID” to be printed on the envelope.
3.	Section III- Scope of work, 3.1.9- Mode of dispatch of PM-JAY Information Letter and family card	<b><u>New clauses added to the section under reference (as detailed in the right hand side column)</u></b>	<b><u>New clauses are as below-</u></b> The Printing service provider(s) to deliver the printed PM-JAY beneficiary Information Letter and family card to the Department of posts (DOP) post office of the State where the beneficiary belongs to. State-wise list details of places at which PIN code wise, District-wise sorted bundles of the printed PM-JAY information letter and family cards along with manifest are to be delivered is mentioned at

S. No.	RFP section reference	RFP clause	Modification in RFP clause
			annexure 1 of this corrigendum. The indicative volumes-district wise for the four (4) states is also provided at annexure 2 of this corrigendum.
4.	Section 3.2.1.2 Operational SLA Parameters	<p><b><u>Original clause of RFP</u></b></p> <p><b>Activity-</b> 5. Delivery and receipt of PM-JAY beneficiary information letter with family card –</p> <p><b>Benchmark Period-</b> 3 Days from the dispatch of letters by the Bidder.</p> <p><b>Clause-</b> 1. If performed within 3 days*, no penalty will be applicable. 2. If performed within 3 Days* after</p>	<p><b><u>To be read as under-</u></b></p> <p><b>Activity-</b> 5. Delivery and receipt of PM-JAY beneficiary information letter with family card at <b>DOP</b>–</p> <p><b>Benchmark Period-</b> <b>5 Days</b> from the dispatch of letters by the Bidder.</p> <p><b>Clause-</b> 1. If performed within <b>5 days*</b>, no penalty will be applicable.</p>

S. No.	RFP section reference	RFP clause	Modification in RFP clause
		<p>benchmark periods – 5% of payment applicable for the default services, shall be charged as penalty.</p> <p>3. If performed after 5 Days* from the benchmark period– 10% of payment applicable for the default services shall be charged as penalty.</p> <p>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.</p> <p>5. NHA may provide relaxation on turnaround Time in exceptional case.</p> <p>*excluding three national holidays</p> <p>However, it is clarified that a relaxation, on the turnaround time, may be provided in cases where the delivery is required to be done in far flung areas. Such relaxations shall be granted</p>	<p>2. If performed within 3 Days* after benchmark periods – 5% of payment applicable for the default services, shall be charged as penalty.</p> <p>3. If performed after 5 Days* from the benchmark period– 10% of payment applicable for the default services shall be charged as penalty.</p> <p>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.</p> <p>5. NHA may provide relaxation on turnaround time in exceptional cases <b>which shall be at the sole discretion of NHA.</b></p> <p>*excluding three national holidays</p> <p>However, it is clarified that a relaxation on the turnaround time may be provided in cases where the delivery is required to be done in far-flung areas. Such relaxations shall be granted only on</p>

S. No.	RFP section reference	RFP clause	Modification in RFP clause
		only on the approval of NHA.	the approval of NHA.

**Annexure 1: State wise details of places at which PIN code wise, District wise sorted bundles along with manifest are to be delivered**

Acronyms used:

<b>GPO</b>	General Post Office
<b>HO</b>	Head Post Office
<b>NSH</b>	National Sorting Hub
<b>ICS</b>	Intra-Circle HuB
<b>BPC</b>	Business Post Centre

## State: Tamil Nadu

S. No	Name of place at which Pin-code wise, Distt. wise sorted bundles along with manifest are to be delivered	No of Districts To be covered	Name of the District
1	Chennai	2	Chennai
			Tirulallur
2	Vellore	2	Vellore
			Kanchipuram
3	Jolarpettai	1	Krishnagiri
4	Trichy	8	Tiruchirapalli
			Karur
			Ariyalur
			Pudukottai
			Perambalur
			Tiruvarur
			Nagapattinam
			Thanjavur
5	Vchengalpattu	1	Kanchipuram
6	Villupuram	2	Villupuram
			Tiruvannamalai
7	Viridhachalam	1	Cuddalore
8	Madurai	4	madurai
			Theni
			Dindigul
			Ramanathapuram
9	Turicorin	1	Tuticorin

S. No	Name of place at which Pin-code wise, Distt. wise sorted bundles along with manifest are to be delivered	No of Districts To be covered	Name of the District
10	Tirunelveli	1	Tirunelveli
11	Nagercoil	1	Kanniyakumari
12	Virudhunagar	1	Virudhunagar
13	Karaikudi	1	Sivagangai
14	Salem	3	Dharamapuri
			Salem
			Namakkal
15	Coimbatore	2	Coimbatore
			Nilgirs
16	Tirupur	1	Tiruppur
17	Erode	1	Erode

## State: Kerala

S. No	Name of place at which Pin-code wise, Distt. wise sorted bundles along with manifest are to be delivered	No of Districts To be covered	Name of the District
1	NSH Trivandrum at Trivandrum GPO	1	Trivandrum
2	Kollam HO	1	Kollam
3	Tiruvalla HO	1	Pathanamthitta
4	Alappuzha HO	1	Alappuzha
5	Kottayam HO	1	Kottayam
6	Thodupuzha HO	1	Idukki
7	NSH Kochi at Ernakulam HO	1	Ernakulam
8	NSH Thrissur at PSD Building, Poothole PO	1	Thrissur
9	Palakkad HO	1	Palakkad
10	Tirur HO	1	Malappuram
11	NSH Calicut at Calicut HO	2	Calicut, Wayanad
12	Kannur HO	2	Kannur, Kasaragod



## State: Karnataka

S. No	Name of place at which Pin-code wise, Distt. wise sorted bundles along with manifest are to be delivered	No of Districts To be covered	Name of the District
1	Bangalore GPO	5	Bangalore Rural
			Bangalore
			Ramnagara
			Kolar
			Chikkaballapur
2	Mysore HO	4	Mysore
			Chamrajnagar
			Mandya
			Kodagu
3	Tumkur HO	1	Tumkur
4	Arsikere HO	5	Hassan
			Chitradurga
			Chikkamagaluru
			Davangere
			Shimoga
5	Mangalore HO	1	Dakshina Kannada
6	Udupi HO	1	Udupi
7	Dharwad HO	4	Dharwad
			Gadag
			Haveri
			Uttara Kannada

S. No	Name of place at which Pin-code wise, Distt. wise sorted bundles along with manifest are to be delivered	No of Districts To be covered	Name of the District
8	Hospet HO	2	Ballary
			Koppal
9	Raichur HO	1	Raichur
10	Gulbarga HO	3	Gulbarga
			Yadgir
			Bidar
11	Bijapur HO	2	Bijapur
			Bagalkote
12	Belgaum HO	1	Belgaum

## State: Andhra Pradesh

S. No	Name of place at which Pin-code wise, Distt. wise sorted bundles along with manifest are to be delivered	No of Districts To be covered	Name of the District
1	NSH Tirupathi	1	Chittoor
2	ICH Ongole	1	Prakasam
3	ICH Nellore	1	Nellore
4	NSH Kurnool	1	Kurnool
5	ICH Anathapur	1	Anathapur
6	ICH Kadapa	1	Kadapa
7	ICH Guntur	1	Guntur
8	NSH, Vijayawada	1	Krishna
9	ICH, Eluru	1	West Godavari
10	ICH, Rajahmundry	1	East Godavari
11	NSH, Visakhapatnam	1	Visakhapatnam
12	ICH Vijayanagaram	1	Vijayanagaram
13	ICH Srikakulam	1	Srikakulam

**Annexure 2: District wise indicative volumes for PM-JAY beneficiary information  
letter and family card**

**State: Tamil Nadu**

District Name	Total Families
COIMBATORE	324367
CUDDALORE	295295
DHARMAPURI	148910
DINDIGUL	256907
ERODE	277192
KANCHIPURAM	349693
KANNIYAKUMARI	220025
KARUR	121084
KRISHNAGIRI	166256
MADURAI	333928
NAGAPATTINAM	213319
NAMAKKAL	184534
PERAMBALUR	68241
PUDUKKOTTAI	163935
RAMANATHAPURAM	153108
SALEM	369924
SIVAGANGA	147538
THANJAVUR	272779
THE NILGIRIS	95614
THENI	173422
THIRUVALLUR	345382
THIRUVARUR	178779

District Name	Total Families
TIRUCHIRAPPALLI	274369
TIRUNELVELI	371527
TIRUVANNAMALAI	272587
TUTICORIN	213505
VELLORE	415085
VILLUPURAM	383591
VIRUDHUNAGAR	276111
Ariyalur	103056
TIRUPPUR	271161
Chennai	339863

### State: Kerala

District Name	Total Families
ALAPPUZHA	123860
ERNAKULAM	156935
IDUKKI	67249
KANNUR	92802
KASARAGOD	56042
KOLLAM	150936
KOTTAYAM	86569
KOZHIKODE	169344
MALAPPURAM	214716
PALAKKAD	210612
PATHANAMTHITTA	63062
THIRUVANANTHAPURAM	240733
THRISSUR	169262
WAYANAD	55977

## State: Karnataka

District_Name	Total Families
BAGALKOT	81465
BENGALURU URBAN	842859
BENGALURU RURAL	41558
BELAGAVI	298488
BALLARI	164820
BIDAR	94386
VIJAYAPURA	78227
CHAMARAJANAGAR	116128
CHIKKAMAGALURU	56312
CHITRADURGA	130548
DAKSHIN KANNAD	101345
DAVANGERE	105520
DHARWAD	105206
GADAG	88683
KALABURAGI	159339
HASSAN	96224
HAVERI	135410
KODAGU	36650
KOLAR	117120
KOPPAL	77531
MANDYA	118480

District_Name	Total Families
MYSURU	243340
RAICHUR	136385
SHIVAMOGGA	135903
TUMAKURU	191602
UDUPI	54329
UTTAR KANNAD	79818
CHIKBALLAPUR	117198
RAMANAGARA	58665
YADGIR	71005

### State: Andhra Pradesh

District Name	Total Families
ANANTAPUR	291618
CHITTOOR	295316
Y.S.R.	230351
EAST GODAVARI	863378
GUNTUR	647962
KRISHNA	651272
KURNOOL	268485
SPSR NELLORE	395862
PRAKASAM	336610
SRIKAKULAM	237052
VISAKHAPATANAM	489081
VIZIANAGARAM	261078
WEST GODAVARI	562769