



Corrigendum No 5

to

Request for Proposal (RFP)

PM-JAY Call Center

RFP Number: S-12017/81/2020-NHA

Date of Publishing RFP: 18th June 2020

Date of Publishing 5th Corrigendum: 24th July 2020

National Health Authority (NHA) has decided to make the following changes in the RFP as described in the table below-

Volume-I: Scope of Work, Evaluation and Bidding Process:

S. No.	RFP section reference	RFP clause	Modification/Change/Insertion
1.	Section 4 Scope of Work 4.2.1.5 Quality Assurance Page 28	New clause inserted	Insertion 7. It is clarified that NHA shall, at any point of time during the contract, implement certain tools/applications such as sentiment analysis etc. for assessment and improvement of quality of services delivered by call center agents on the basis of which NHA may provide a feedback and/or decision on replacement or continuity of resources and/or ways of improving the service quality and the same shall be binding on the service provider