



**national  
health  
authority**



## **REQUEST FOR PROPOSAL (RFP)**

### **for NHA Call Center**

**Issued by:** National Health Authority

**RFP No:** S.12017/81/2020-NHA

**RFP Issue Date:** 30<sup>th</sup> December 2020

**Last date of bid submission:** 20<sup>th</sup> January 2021

National Health Authority (NHA) invites proposal from reputed and experienced firms for NHA Call Center. Interested firms/agencies may submit their proposals along with required support documents on or before 1830 hours, 20<sup>th</sup> January 2021, on **GeM (Government E Marketplace)**.

For RFP document, pre-bid meeting eligibility criteria, pre-bid query responses, corrigendum and other details, please visit GeM Portal: <https://gem.gov.in/> BID NO: GEM/2020/B/946457 and PM-JAY website- <https://www.pmjay.gov.in/>

The link for the Bid on the GeM Portal is mentioned - [https://bidplus.gem.gov.in/advance-search?bno=GEM%2F2020%2FB%2F946457&category=&searchbid=Search#pagi\\_content](https://bidplus.gem.gov.in/advance-search?bno=GEM%2F2020%2FB%2F946457&category=&searchbid=Search#pagi_content)

Place: New Delhi

Date: 30<sup>th</sup> December 2020

GM (Administration),

National Health Authority,