

Corrigendum 1:

RFP title: Request for Proposal for hiring of an agency to provide outsourced contractual manpower for support on Digital Health application (eKavach) rollout in Uttar Pradesh

RFP Published date: 11.10.2024

In pursuance to the Pre-bid meeting held on 15.10.2024 and queries raised by the bidders, following are the clarifications/amendments to the clauses. Intending bidders are requested to take the note of the following clarifications/amendments and accordingly shall have to submit the technical & Financial Proposal for the subject Tender:

Sr No.	Tender Clause No/ Page No	Clause Details	Amendment/ Clarification requested by the bidder	Final clarification/ amendment by the authority
1	Page no. 5 Clause no.3	Provide resource persons for intensive implementation support, which includes, providing training and mentoring support for ABHA ID generation, enumeration improvement and rollout of RCH, HWC and other modules of eKavach application. They will also conduct field visits and support in eKavach progress review.	Please elaborate about the complete details of training need to provide by the agency such as schedule, cost of training and types of training etc. for better understanding to the scope of work?	Training will be given by IHAT and all associated expenditure to be incurred for conducting such trainings, shall be borne by IHAT, as per IHAT policy / norms.
2	Page no. 5 Clause no.3 para 1	The Agency will have to ensure that each resource is equipped with a functional laptop with network connectivity which shall be used for mentoring and capacity building.	As the agency have to ensure to equip the staffs with functional laptops with network connectivity, please elaborate following points in reference to the this clause;	The agency has to ensure, its staff (75 E-Kavach district coordinator) deployed in the project are equipped with a laptop having internet connectivity. However, laptop for the remaining 3 State

			<p>Who shall bear the cost of laptop and network connectivity?</p> <p>What specification of laptops required please specify?</p> <p>Also, who shall bear the cost related to the insurance of laptops, loss and theft of laptops?</p>	<p>Coordinators shall be provided by IHAT.</p> <p>All Laptop must have MS Office with Windows OS</p> <p>No additional amount will be paid other than the fixed cost</p>
3	Page no. 5 Clause no.3 para 3	The agency will render its services for a period of 8 (eight) months	Is this contract for 8 months only or extendable for further period?	The contract shall be signed for 8 months. However further extension subject to the project need.
4	Page no. 6	Fixed cost: Fixed cost will comprise the following 30000/- per month (inclusive of all statutory compliances such as EPF, ESIC etc.) (Sunday and Gazette Holidays will be counted as paid days)	Kindly clarify regarding the cost / wages for mandatory holidays /leaves to the staffs?	<p>Fixed cost for 75 resources is Rs. 30,000 inclusive all statutory compliances.</p> <p>2 Leave in a month (total 16 leave in 8 months). However, a staff can not avail more than 3 days in single stretch.</p> <p>Holiday as per IHAT holiday list / calendar</p>
5		Service Level Agreements (SLA) and Penalties / Expected Service Level: Current Clause: Within 7 days from the date of signing of the contract.	Request for Consideration: We respectfully request that the timeframe be extended to 15 days instead of 7 days.	Within 15 days from the date of signing of the contract
6		Performance Guarantee: Current Clause: IHAT will withhold 10% of the service charge against each invoice raised as Performance	Request for Consideration: We kindly request that 5% be withheld instead of 10% as a Performance Guarantee.	RFP condition shall prevail

		Guarantee, which shall be released on successful & satisfactory completion of the project.		
7		General Terms and Conditions – Nomination of Coordinators: Current Clause: Agency shall nominate 2 (two) coordinators at Lucknow Headquarters for all coordination purposes during the tenure of the agreement.	Request for Clarification: Will the coordinators be nominated from IHAT's side or from the bidder's side? If from the bidder's side, who will bear their salary? If we are responsible for the salary, we kindly request that the requirement be reduced to 1 coordinator instead of 2.	Agency should nominate 2 coordinators, who will be responsible for coordinating communication, between the agency & IHAT. They may not be involved in to the day-to-day operation of the project.
8		Scope of Work – Laptops for eKavach Coordinators: Current Clause: The Agency will have to ensure that each resource is equipped with a functional laptop with network connectivity for mentoring and capacity building.	Request for Clarification: Are laptops required for all 75 eKavach coordinators or only for the 3 state-level staff?	Refer to the response placed at point no.2
9	Scope of Work	The agency will provide 3 State level staff and 75 eKavach coordinators to attend to issues pertaining to eKavach application and provide mentoring and capacity building support at district level. The state team would provide mentoring and handholding support to the eKavach coordinators and Block Resource Person. The Agency will have to ensure that each resource is equipped with a functional laptop with network	(1) Does the staff need to be placed on a consultancy basis or under an employee contract? (2) Should eKavach coordinators be placed in all 75 districts of Uttar Pradesh? (1) Please provide the required configuration for the laptops, and confirm if brand new laptops need to be provided to staff. Should these laptops come with Windows Office or any other specific software?"	1- Agency should decide on the status of employment. 2- Yes, all are to be placed in 75 districts of UP. 3- All laptop must have MS Office with Windows OS 4- Agency should take care of its assets, provided to its staff

		connectivity which shall be used for mentoring and capacity building.	<p>(2) Who will be responsible for any physical damage or theft of these IT assets?</p> <p>(3) Should network connectivity be provided via dongles, or will there be additional payments to staff for data usage?</p> <p>6. Will the cost of laptop rentals and associated expenses (such as internet connections, software application costs, etc.) be paid separately by IHAT, or should these costs be included within the management fee percentage charged by the agency?</p>	<p>5- No additional amount will be paid other than the fixed cost</p> <p>6- No additional amount will be paid other than the fixed cost</p>
10	Scope of Work	IHAT will be involved in selection process of the resources and each candidate needs to be pre-approved by IHAT officials.	<p>(1) Does the selection process need to be conducted offline or online, and should the interviews or any other selection processes be carried out in Lucknow only?</p> <p>(2) Is it sufficient to conduct interviews only for the shortlisted eligible candidates recommended based on an agreed ratio and criteria such as qualification weightage and experience weightage, or should the agency include additional selection processes, such as written assessments or group discussions, for all eligible candidates?</p> <p>(3) Are there any specific requirements for advertising these vacancies in newspapers or on particular job boards/ websites?</p> <p>(5) Will all recruitment-related costs be paid by IHAT separately, in</p>	<p>1. The interview will be conducted – online.</p> <p>2. Yes, the interview will be conducted for the shortlisted candidate. However, the final recommendation for the list of selected candidates will be made by IHAT.</p> <p>3. Agency can explore the suitable way for publication of vacancy announcement. However, the agency must ensure not to use the name IHAT anywhere in the vacancy announcement notification.</p>

			addition to the other project expenses?	4. No additional amount will be paid other than the fixed cost & service charges.
11	Scope of Work (Contract Duration and extension)	The duration of the contract (contract duration) will be valid for 8 (eight) months from the date of execution of the contract. IHAT may extend contract subject to requirement of IHAT, available budget and satisfactory performance of the service provider, on existing terms and conditions, based on exigency of the circumstances.	We request IHAT to maintain a minimum contract period of 12 months, as this will help attract quality talent for the project.	RFP condition shall prevail.
12	Scope of Work Cost components I. Remuneration	II. Reimbursable cost (Travel outside place of posting which needs to be reimbursed to the staff directly by IHAT)	We suggest that the agency should take care of reimbursement for the staff, as this will help IHAT isolate itself from any obligations as the principal employer. If IHAT wishes to disburse payments directly, it must enter into a contractual obligation with the employer, as the agency will not be responsible for any obligations related to reimbursements.	RFP condition shall prevail.
13	Scope of Work	Fixed cost: Fixed cost will comprise the following: Category of Resources: Ekavach Coordinators 75 Nos. Monthly remuneration (INR): Rs. 30000/- per month (inclusive of all statutory compliances such as EPF, ESIC etc.)	(1) Is any insurance coverage (such as medical, accidental, or life insurance) required for the hired staff? If yes, please provide the details of the insurance to be offered. Should the agency quote the insurance premium cost separately? (2) How will the agency be compensated for its efforts related	(1) Agency must ensure to comply all necessary compliances as applicable for its staff. No additional amount will be paid other than the fixed cost and service charges. (2) No additional amount will be paid other than the fixed cost and service charges.

			to recruitment and the IT assets that need to be provided to the staff?	
14	Scope of Work	The agency will raise invoice on a monthly basis as per actual attendance and will include relevant taxes and its service charge along with the invoice. Necessary proof including validated attendance should also be submitted. Payment will be done as per actual presence of the resources after taking into account holidays as per IHAT guideline.	As per our understanding, the agency needs to raise an invoice, collect the payment, and then disburse it to the staff. Please confirm.	RFP Condition shall prevail. Ref.: Clause No 9.9 under Payment Terms
15	7. Performance Guarantee	Service provider will deliver work in a professional workmanship fashion and ensure all deliverables are of high quality and completed in time, subject to timely support from external parties. IHAT will withhold 10% of the service charge against each invoice raised as Performance Guarantee, which shall be released on successful & satisfactory completion of the project.	(1) Considering the short-term nature of the assignment and the low value of the contract, we kindly request that you reconsider the deduction of 10% from the Performance Guarantee (PG) amount, as this will impact the agency's cash flow. Alternatively, we ask that you lower the deduction to 5% of the invoice value. (2) We believe that this deduction will apply only to the management fee invoice raised by the agency, as it would not be feasible to deduct from the invoices raised for salary collections.	1. RFP condition shall prevail. 2. Yes, the amount towards performance security shall be deducted from the service charges.
16	8. Service Level Agreements (SLA) and Penalties	S No. 1: Expected Service Level: Within 7 days from the date of signing of the contract	If a selection process needs to be conducted involving multiple stakeholders, pragmatic timelines must be established. Additionally, we must consider the short duration	Within 15 days from the date of signing of the contract

			<p>of the contract (8 months) and the potential issues related to the notice periods of the identified candidates.</p> <p>Therefore, we recommend relaxing and extending the timeline to 15-20 days. We also assume that these staff members will need to be deployed across all 75 districts, which may pose challenges, especially in some of the more remote areas.</p>	
17	9. Payment Terms	9.4 The Tax Deduction at Source (T.D.S) shall be made as per the provisions of Income Tax Department/any other department, as amended from time to time and a certificate to this effect shall be provided to the Agency by IHAT.	What will be the applicable TDS rate for this contract based on the current provisions of the Income Tax Department?	TDS shall be deducted under Section 194 (c)
18	9. Payment Terms	9.6 The service provider shall provide monthly invoices based on the sum of the total deployed resources multiplied by the corresponding Remuneration per resource and the applicable service charge as quoted by the bidder. Taxes as applicable shall also be included in the invoice (GST & and other relevant taxes shall be applicable as per relevant Government policies. The same may get amended from time to time, as per relevant government rules).	From this, we understand that payments shall be made on a pro-rata basis rather than based on fixed numbers. Please confirm.	RFP condition shall prevail.

19	9. Payment Terms	9.7 (b) Proof of deposit of EPF, ESIC and other statutory compliances, as applicable in a timely manner.	Will ESI (Employees' State Insurance) be applicable based on the offered salary?	ESI will not be applicable
20	9. Payment Terms	9.8 The following checks may be done before clearing the payment (a) after verification of attendance of resource by concerned IHAT person.	(1) What type of documentation or proof will be required for attendance verification (e.g., timesheets, biometric records, or log entries)? (2) Will the resource need to maintain their own attendance logs, or will this be managed by IHAT?	State Co-ordinators will maintain the attendance sheets of the 75 E-Kavach district resource person and duly verified by concerned IHAT person.
21	9. Payment Terms	9.9...Proof of challan /receipt towards the payment made towards applicable provident fund, ESI and proof of payment towards other statutory dues in respect of outsourced human resources for the previous month i.e., beginning with second bill.	If the agency wants to issue a consultancy contract to the staff, this will not be applicable.	It will be applicable if they are hired on staff role.
	Page 7	<u>Selection of Bidder under Scope of Work:</u> The Service Provider shall be selected based on Least Cost-based Selection (LCS) process. However, only those firms which meet the Minimum Eligibility criteria in the Technical Qualification shall be considered eligible for Financial Bid opening and financial bids of only such bidders shall be opened.		<u>Selection of Bidder under Scope of Work:</u> The Service Provider shall be selected based on Least Cost-based Selection (LCS) process. However, only those firms which meet the Minimum Eligibility criteria in the Technical Qualification shall be considered eligible for Financial Bid opening and financial bids of only such bidders shall be opened.

				<p>In case of a tie between two or more bidders in the price bid (or where more than one bidder is L1), then the bidder having highest marks secured upon evaluation of Technical proposals amongst them (all L1 bidders) shall be declared as most preferred bidder.</p>
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