

**X-19020/16B/2020-NACO(IEC)Part-2**

Government of India  
Ministry of Health & Family Welfare  
National AIDS Control Organization

9<sup>th</sup> Floor, Chandralok Building,  
36-Janpath, New Delhi – 110001

Dated: 29<sup>th</sup> December 2021

**Corrigendum****Subject: Hiring of agency for setting up, managing and operating the National Toll Free AIDS Helpline – 1097**

The BID document for hiring of agency to manage the helpline was published in Government e Marketplace (GeM) Portal on the 15<sup>th</sup> December, 2021. The BID document is also uploaded on NACO website for wider publicity. In this regard, a pre-bid meeting was conducted on the 22<sup>nd</sup> December, 2021. During the pre-bid meeting, the representatives from agencies have raised certain queries. Accordingly, the following amendments were made as follows:

S.No.	Type of Document	Particulars	Amendment
1.	BID Document of GeM: GEM/2021/B/1764921:	QCBS Weightage (Technical: Financial): 30:70	QCBS Weightage (Technical: Financial): 70:30
2.	Service Level Agreement (under point no. 19.5 on page 16 of Service level agreement)	Recruitment of the supervisory manpower to be finalized only by the final interview with the buyer's representative and would be at the cost of service provider	Recruitment of the staff is purely at the discretion of the Service Provider fulfilling the criteria mentioned in the Service Level Agreement.
3.	Service Level Agreement (under point no. 28.4 on page 20 of Service level agreement)	The Service Provider should have completed at least three similar projects. Completion certificates from the client may be uploaded in the website by the service provider. The completion certificate shall mention the value of contract.	Completion/Performance Satisfactory Certificate for three similar projects from three different clients may be uploaded in the website by the service provider. The certificate shall mention the value of contract.
4.	Service Level Agreement (under point no. 5.11 on page 6 of Service level agreement)	A clinical domain team comprising of experienced MBBS doctors and Specialists (General Medicine, Obstetrician, Gynaecologists, Pediatricians, Public Health experts,	A clinical domain team comprising of experienced MBBS doctors (Minimum of 5 years) or Public Health experts (Minimum of 2 years) has to be on board to actively drive the clinical component of the call centre and closely monitor all



		Surgeons) has to be on board to actively drive clinical component of the call centre and closely monitor all clinical aspects for effective service delivery	clinical aspects for effective service delivery.
5.	Special Conditions of Contract (under point no. 11.3 & 11.5 on page 2 & 3 of Service level agreement)	Ownership of all Intellectual Property Rights for any functional and technical process of buyer or Information or materials or buyer supplied assets provided to successful bidder by the buyer shall remain vested with the buyer  The Successful bidder shall irrevocably assign, transfer, and convey to the buyer all rights, title, interest, and ownership in such Developed Materials.	In addition to the existing clause, the software rights will be with the service provider and provide the software application on licensing basis to the buyer during the contractual term.  After completion of contract period, the service provider will hand over all the software application infrastructure and source code including license to the buyer completely.

*Bhawna Rao*  
29/12/2021

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