



**OFFICE OF THE MISSION DIRECTOR,  
NATIONAL RURAL HEALTH MISSION, ASSAM**  
Saikia Commercial Complex, G. S. Road, Christianbasti, Guwahati - 781005  
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No: NRHM/MIS/MCTS/Call-Centre/631/2011-12/26971

Dated 28<sup>th</sup> December 2012

**CORRIGENDUM NO. 1 AND EXTENSION NOTICE**

**Establishment of MCTS Call Centre**

**NOT TRANSFERABLE**

This has reference to Tender No: NRHM/MIS/MCTS/Call-Centre/631/2011-12/19781 dtd.19<sup>th</sup> November 2012 for “**Request for Proposal – Establishment of MCTS Call Centre NOT TRANSFERABLE**”. Pursuant to the pre-bid meeting on 29-11-2012, certain tender conditions have been amended. The details of the amendments have been uploaded in the website [www.nrhmassam.in](http://www.nrhmassam.in) and should be taken note of prior to submission of bids. The last date for submission of tenders has been extended to 07/01/2013 till 2.00 PM.

-sd/-

Mission Director, NRHM, Assam &  
Commissioner & Secretary to the Govt. of Assam  
Health & Family Welfare Department



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The following amendments in the tender may be taken note of prior to submission of bids.

- 1) LAST DATE & TIME OF RECEIPT OF BID : **07/01/2013**, 2:00 PM  
(instead of 12/12/2012)
- 2) TIME & DATE OF OPENING OF BID : **07/01/2013**, 2:30 PM  
(TECHNICAL BID) (instead of 24/12/2012)
- 3) Services to be included in the proposed MCTS Call Centre [**Point (b), Page 4**]:

**As per RFP Document**

There will be three layers of expertise in the Call Centre. The 1<sup>st</sup> layer (simple Call Centre executive) will handle the general cases; the 2<sup>nd</sup> layer (Technical expert) will handle complicated cases. If required, the call will be referred to 3<sup>rd</sup> layer (Doctor)

**Amendment:**

There will be two layers of expertise in the Call Centre.  
In the 1<sup>st</sup> layer (Paramedics cum Call Centre executive) will handle the general cases; if required, the call will be referred to 2<sup>nd</sup> layer (Doctor)

1st Layer (Paramedics): Paramedics cum Call Centre executive will handle the general cases as per the format provided by NRHM, Assam. Paramedics should have good communication skill in Assamese, Bengali, English, Hindi and Bodo. Paramedics cum Call Centre executive **should be Female only**.

2<sup>nd</sup> Layer: If required, the call will be referred to 2<sup>nd</sup> layer i.e., MBBS Doctor. **Preferably Female Doctor**

Note: As per Census 2001, distribution of population by scheduled languages in Assam (Source: Economic Survey, Assam 2011-12) as follows:

<b>Mother Languages</b>	<b>Percentage of Population</b>
Assamese	53.08%
Bengali	29.96%
Hindi	6.40%
Bodo	5.29%
Nepali	2.30%
Santali	0.99%
Oriya	0.94%
Manipuri	0.63%
Others	0.41%
All Total (Assam)	100.00%

#### **4) General Condition (Page No – 6)**

##### **As per RFP Document:**

RFP Document can be obtained from the Office of the Mission Director, National Rural Health Mission, Assam, Saikia Commercial Complex, G. S. Road, Christianbasti, Guwahati – 781005, after depositing non-refundable fee of Rs. 1,000/- (Rupees one thousand) only in the form of a Demand Draft/ Bankers Cheque in favour of “State Health Society, Assam” payable at Guwahati from 19/11/2012 To 11/12/2012. The RFP Document may be obtained during office hours on all working days. The RFP Document may also be downloaded from the official website of NRHM, Assam ([www.nrhmassam.in](http://www.nrhmassam.in)) from 19/11/2012 to 11/12/2012. The bidder who has downloaded the bidding document from the website has to pay Rs. 1,000/- (Rupees one thousand only) (non-refundable) in the form of Demand Draft/Bankers Cheque in favour of “State Health Society, Assam”, along with the bid.

##### **Amendment:**

RFP Document can be obtained from the Office of the Mission Director, National Rural Health Mission, Assam, Saikia Commercial Complex, G. S. Road, Christianbasti, Guwahati – 781005, after depositing non-refundable fee of Rs. 1,000/- (Rupees one thousand) only in the form of a Demand Draft/ Bankers Cheque in favour of “State Health Society, Assam” payable at Guwahati from 19/11/2012 To 05/01/2013. The RFP Document may be obtained during office hours on all working days. The RFP Document may also be downloaded from the official website of NRHM, Assam ([www.nrhmassam.in](http://www.nrhmassam.in)) from 19/11/2012 to 06/01/2013. The bidder who has downloaded the bidding document from the website has to pay Rs. 1,000/- (Rupees one thousand only) (non-refundable) in the form of Demand Draft/Bankers Cheque in favour of “State Health Society, Assam”, along with the bid.

5) **General Condition (Page No – 6)**

**As per RFP Document:**

In case of consortium, bidder must provide relevant details of all parties forming the consortium. All the licensing requirements should be fulfilled by prime bidder. The prime bidder shall be responsible for billing on its own behalf and on behalf of consortium partners.

**Amendment:**

In case of consortium, bidder must provide relevant details of all parties forming the consortium. All the licensing requirements should be fulfilled by prime bidder/consortium partner. The prime bidder shall be responsible for billing on its own behalf and on behalf of consortium partners. Copy of the agreement between the consortium partners should also be enclosed.

6) **Other Terms & Conditions:**

- a. Tenure of the contract will be for two years from the date of issue of the work order and may be extended based on the performance.
- b. There will be no incoming facility in the Call Centre. Outgoing facility only required.
- c. Outgoing phone call charge will be reimbursed as per actual which will be released as per data available in the customized application.
- d. Hardware specifications shall be provided by the bidder.
- e. The hardware, software, furniture, other equipments, data, documents will be property of National Rural Health Mission, Assam. On completion/ termination of the agreement, the party should hand over the entire resources (excluding space) to National Rural Health Mission, Assam.
- f. Manpower will be managed by the party and they will be under the payroll of the party. NRHM, Assam will not be liable for any kind of manpower related issues.
- g. The firm should have their own setup at Guwahati.
- h. Call Centre to be established at Guwahati City only. Other location will not be accepted. There should be free access of Mission Director, NRHM, Assam or his representative for monitoring & supervision of Call Centre activities.
- i. Considering 8 hour working day (480 minutes), minimum call time per seat should be 450 minutes per day. Considering 5 minutes per call, minimum 90 calls should be made per seat per day.
- j. There should be at least 98% uptime of the Call Centre. In case In case of uptime less than 98%, penalty @1% per 5% less uptime will be deducted from the quarterly OPEX.

7) Deliverables: **[Page No 7]**

**As per RFP Document:**

- a) Establishment of Call Centre at Guwahati City which should support local languages like Assamese, Bengali, Hindi, English, Bodo, etc.
- b) Operational of Call Centre (from 9:00 AM to 6:00 PM).
- c) Call Centre to be made operational within 45 days from the date of issue of work order.
- d) Post Sale Service for equipments and connectivity

**Amendment:**

- a) Establishment of Call Centre at Guwahati City which should support local languages like Assamese, Bengali, Hindi, English, Bodo, etc.
- b) Call Centre will be operational 6 days a week from 9 AM to 6 PM.
- c) Customized Application to run the Call Centre.
  - i. The selected Party will have to develop their own software for management of Call Centre and record keeping.
  - ii. The source of data will be provided by NRHM Assam on monthly basis. (Format through which data will be provided at Annexure – II)
  - iii. During call, the caller will have to update information in the MCTS Portal as well as in the Customized Software.
  - iv. Demo of the existing MCTS Portal have been fixed on 03/01/2013 at 2:00 PM at office of the Mission Director, National Rural Health Mission, Assam, Saikia Commercial Complex, G. S. Road, Christianbasti, Guwahati – 781005
  - v. The software should have the provision of Soft Dialling telephone call facility.
  - vi. Mission Director, NRHM, Assam or his representative should have direct access of the customized application for generation of report.
  - vii. Detail Monthly report generated from the Customized Software should be submitted to the Mission Director, NRHM, Assam, both in the form of soft copy as well as signed hard copy.
  - viii. Findings of the call should be captured in the Customized Application and it should be shared with the NRHM State HQ on weekly basis so that corrective measures can be taken based on the findings. Format for data to be captured may be seen in Annexure – I.
  - ix. Option for report generation with different types of findings should be available in the Customized Application so that the same can be sent to different Divisions/ Districts for corrective measures.
  - x. There should be provision of modification/ enhancement of service from time to time as per requirement of Tender Inviting Authority.
  - xi. All voice calls to be recorded. Voice storage should be of minimum two months in the online application and provision of backup of archive data for 10 years in removable storage. Size of the storage should be mentioned clearly. Backup of the database to be submitted to NRHM, Assam on monthly basis.

- d) Work should be started within five (5) days from the date of issue of the work order. 70% work should be completed within 45 days and the remaining 25% work should be completed within 60 days from the date issue of the work order.
- e) Post Sale Service for equipments and connectivity.

8) Pre-qualification criterion for the Bidder **[Point 3.(2), Page 8]** :

**As per RFP Document:**

Should have experience of setting up and operating at least one Call Centre that provide Health Advice, etc for at least one year.

**Amendment:**

Should have experience of setting up and operating at least one Call Centre for at least one year.

9) **Price Bid : Cover –B [Point 5, Page 12] :**

**Amendment:**

Initially the Call Centre will be started with 25 seats, after 1 year additional 25 seats will be added *subject to requirement*.

**Total Cost Quoted = CAPEX for 25 seats + CAPEX for additional 25 seats + OPEX for 25 seats for the 1<sup>st</sup> year + OPEX for 50 seats for the 2<sup>nd</sup> year.**

For CAPEX - payment will be made one time

For OPEX – Quarterly payment will be made based on their performance and based on the supporting documents submitted by the agency.

Price quoted should be clearly mentioned with break up taxable amount as mentioned below

SI	Type of Expenditure	25 Seats				For Additional 25 Seats			
		Qty	Cost per Anum (Rs. In Lakhs)			Qty	Cost per Anum (Rs. In Lakhs)		
			Base price	Taxable Amount (Rs.)	Total Amount (Rs.)		Base price	Taxable Amount (Rs.)	Total Amount (Rs.)
A	<b>Capital Expenditure</b>								
1	Hardware Cost								
2	Software and Licenses								
3	Other Cost (Please specify)								
4									
5									
6									
7									
8									
9									
10									
	<b>Sub Total – CAPEX</b>								

SI	Type of Expenditure	25 Seats (For the 1 <sup>st</sup> Year)				50 Seats (For the 2 <sup>nd</sup> Year)			
		Qty	Base Price	Taxable Amount (Rs.)	Net Amount (Rs.)	Qty	Base Price	Taxable Amount (Rs.)	Net Amount (Rs.)
<b>B</b>	<b>OPEX (Operational Cost)</b>								
1	Manpower (Please give detail breakup)								
2	Training of Manpower								
3	Rent								
	Electricity								
	Housekeeping								
	Security								
	Internet Charge								
	Outgoing Phone Call Charge								
	AMC								
	Contingency								
4	Others (Please specify)								
	<b>Sub Total – OPEX</b>								

10) Supply and Commencement Conditions [Point 7.(iii).(c), Page 14 ] Delivery Point :

**As per RFP Document:**

The Call Centre will be made Operational within 45 days from the date of order.

**Amendment:**

Work should be started within five (5) days from the date of issue of the work order. 70% work should be completed within 45 days and the remaining 25% work should be completed within 60 days from the date issue of the work order.



11) Payment Provisions [Point 7. (v).(b), Page 16]:

**As per RFP Document:**

Payments towards the supply of the product will be made strictly as per rules of the Tender Inviting Authority. Full payment will be made only after satisfactory completion of supply of entire ordered quantity and subject to furnishing of requisite Bank Guarantees.

**Amendment:**

There will be no Advance payment. Payments towards the supply of the product will be made strictly as per rules of the Tender Inviting Authority. 75% payment will be made after full delivery of the equipments/hardware and remaining 25% will be made after successful Installation and commencing of the same and subject to furnishing of requisite Bank Guarantees.

12) Arbitration [Point 7. (vii), Page 17] :

**As per RFP Document:**

Any dispute whatsoever in any way arising out of or relating to the contract shall be referred to arbitration of the Mission Director, National Rural Health Mission, Assam or the sole arbitration of some person nominated by him. There shall be no objection if the arbitrator so appointed happens to be an employee of National Rural Health Mission, Assam. The award of the arbitration shall be final, conclusive and binding on all parties.

**Amendment:**

Any dispute whatsoever in any way arising out of or relating to the contract shall be referred to arbitration of the Mission Director, National Rural Health Mission, Assam. Decision of Mission Director, NRHM, Assam will be final in this regards.

Other parts of the RFP will remain same.

-sd/-

Mission Director, NRHM, Assam &  
Commissioner & Secretary to the Govt. of Assam  
Health & Family Welfare Department

**Annexure – I**

**Information to be captured in the Customized Application** (subject to change as per requirement and changes in health schemes/ policy and depending upon lesson learnt)

Call No	Interaction	Information to be captured in MCTS Portal	Information to be captured in the Customized Application		
			Question	Findings	Remarks
<b>1<sup>st</sup> Call (During due date of 2<sup>nd</sup> ANC Visit)</b>					
			Mother ID		
		Call Answered (Yes/No)			
		Correct Self Phone No (Yes/No)			
		Remarks (If any)			
	As per our record, your name is ..... Husband Name .....of ..... Village under ..... Sub Centre ..... under ..... BPHC ..... Of ..... District. Please confirm whether the record is correct or not. Thank you. As per our record, you have conceived and your LMP date is ..... Please confirm.		Correct Name? (Yes/ No)	Yes/ No	If No, write correct name
			Correct Husband Name (Yes/No)	Yes/ No	If No, write correct name
			Correct Village Name (Yes/No)	Yes/ No	If No, write correct name
			Correct Sub Centre Name (Yes/No)	Yes/ No	If No, write correct name
			Correct Block PHC Name (Yes/No)	Yes/ No	If No, write correct name
			Correct District Name (Yes/No)	Yes/ No	If No, write correct name
			Correct LMP Date (Yes/No)	Yes/ No	If No, write correct name
		Pre recorded Welcome Voice message (30 seconds approximately, subject to change)		Whether the beneficiary completely listened the	

Call No	Interaction	Information to be captured in MCTS Portal	Information to be captured in the Customized Application		
			Question	Findings	Remarks
			pre recorded voice message (Yes/ No)		cooperation" and continue
	I want to request you to keep in touch with your ASHA ..... (Name of the ASHA) to get full benefit of the services to be provided to you from Government		Whether ASHA Contacted her (Yes/No)		
	Your due date of 2 <sup>nd</sup> ANC is ..... Please contact your ASHA ..... (Name of the ASHA) go to the nearest VHND site for ANC check up. During ANC check up you will be given one TT injection. ANM will check your Blood Pressure and she will do other test. ANM will also test your Blood for Hemoglobin, Urine for Albumin and Sugar. All tests are free. It will help you to deliver a healthy baby. It is also good for your own health.		Whether the pregnant women already went for 2 <sup>nd</sup> ANC Visit (Yes/ No)		If Yes, date of visit.
			Whether ANM checked Blood Pressure during ANC Check up (Yes/ No)		
			Whether ANM conducted Hb test for Blood during ANC Check up (Yes/ No)		
			Whether TT1 Injection administered during ANC Check up (Yes/ No)		
			Whether Urine Test done during ANC Check up (Yes/ No)		
	If ANM find any complication, she will refer you to Hospital. Please don't ignore the advice of ANM and ASHA.		Whether the pregnant women have been identified as High Risk Pregnant Women (Yes/ No)		
	You are requested to take nutritional food during delivery. It will help to deliver a healthy		Whether ANM advised to take nutritional food		

Call No	Interaction	Information to be captured in MCTS Portal	Information to be captured in the Customized Application		
			Question	Findings	Remarks
	baby.		(Yes/ No)		
			Whether “Mamoni” booklet – Pictorial booklet on safe motherhood provided or not (Yes/ No)		
<b>2<sup>nd</sup> Call (During due date of 3<sup>rd</sup> ANC Visit)</b>					
	During 2 <sup>nd</sup> ANC and 3 <sup>rd</sup> ANC, a cheque of Rs. 500/- each will be provided to you from Govt. of Assam under “Mamoni” scheme. Please open a Bank Account with the help of ASHA to deposit the money. Bank will not charge any money for that. Hope you have already received a pictorial booklet “Mamoni” which is about care to be taken during pregnancy period, during delivery and after delivery.		Whether “Mamoni” cheque of Rs. 500/- provided or not during 2 <sup>nd</sup> ANC Visit (Yes/ No)		
			Whether Bank Account opened by the Pregnant Women (Yes/ No)		If No, reason
			Whether faced any difficulty to get the cheque or money (Yes/ No)		If Yes, detail difficulty
	Your Expected Date of Delivery is ..... Please go to hospital for delivery as per advice of ANM and ASHA. ASHA will accompany you during delivery. Delivery at Govt. Hospital is free. All tests done during delivery will be free. Medicines will be provided to you free of cost. If required, we’ll provide free C-Section		Whether planning for Institutional Delivery or Home Delivery		If Home Delivery, Reason If Institutional Delivery location selected

Call No	Interaction	Information to be captured in MCTS Portal	Information to be captured in the Customized Application		
			Question	Findings	Remarks
	<p>When you feel labour pain, please call “108”. 108 Ambulance will drop you to the nearest hospital for delivery. It is completely free. You will also be dropped back to Home after delivery free of cost.</p> <p>All tests done at Hospital are free under “Janani and Sishu Surakhsha Karyakram (JSSK)” of Govt. of India. Hospital will not charge any money from you including Registration fee</p> <p>Breastfeeding of your child should be started within 1 hour after delivery. It will help your child to fight against many diseases. Please give only breast milk to your child for 6 months. No other food should be given to your child for 6 months</p> <p>You are requested to stay at hospital for at least 48 hours after delivery. During hospital stay, we’ll provide free diet to you. It will be good for you as well as your baby. If any complication arises, there are facilities available in our hospital to give treatment in our hospital. If you stay for 48 hours after delivery, we’ll provide one Baby Kit called “Mamata” which consists of a mosquito net, baby soap, powder, oil, blanket, towel, flannel cloth and a plastic sheet for your baby.</p>				

Call No	Interaction	Information to be captured in MCTS Portal	Information to be captured in the Customized Application		
			Question	Findings	Remarks
	<p>During discharge from Hospital, you will be provided a cheque of Rs. 1,400/- (if you are from Rural Area) and Rs. 1,000/- (If you are from Urban Area) under Janani Suraksha Yojana (JSY). But for that you have to stay in the General Ward of Hospital</p> <p>For any emergency, please call “108”.</p> <p>If you have any complaint regarding service delivery or anybody ask you money during delivery or free medicine is not provided to you or you have been deprived from any of the free services mentioned, please call “104”.</p>				
<b>3<sup>rd</sup> Call (During due date of 4<sup>th</sup> ANC Visit)</b>					
	All tests done at Hospital are free under “Janani and Sishu Surakhsha Karyakram (JSSK)” of Govt. of India. Hospital will not charge any money from you including Registration fee.		Whether any money demanded during tests (Yes/ No)		If Yes, detail
	Your Expected Date of Delivery is ..... Please go to hospital for delivery as per advice of ANM and ASHA. ASHA will accompany you during delivery. Delivery at Govt. Hospital is free. All tests done during delivery will be free. Medicines will be provided to you free of cost. If required, we'll provide free C-Section		Whether planning for Institutional Delivery or Home Delivery		If Home Delivery, Reason If Institutional Delivery location selected

Call No	Interaction	Information to be captured in MCTS Portal	Information to be captured in the Customized Application		
			Question	Findings	Remarks
	<p>When you feel labour pain, please call “108”. 108 Ambulance will drop you to the nearest hospital for delivery. It is completely free. You will also be dropped back to Home after delivery free of cost.</p> <p>All tests done at Hospital are free under “Janani and Sishu Surakhsha Karyakram (JSSK)” of Govt. of India. Hospital will not charge any money from you including Registration fee</p> <p>Breastfeeding of your child should be started within 1 hour after delivery. It will help your child to fight against many diseases. Please give only breast milk to your child for 6 months. No other food should be given to your child for 6 months</p> <p>You are requested to stay at hospital for at least 48 hours after delivery. During hospital stay, we’ll provide free diet to you. It will be good for you as well as your baby. If any complication arises, there are facilities available in our hospital to give treatment in our hospital. If you stay for 48 hours after delivery, we’ll provide one Baby Kit called “Mamata” which consists of a mosquito net, baby soap, powder, oil, blanket, towel, flannel</p>				

Call No	Interaction	Information to be captured in MCTS Portal	Information to be captured in the Customized Application		
			Question	Findings	Remarks
	<p>cloth and a plastic sheet for your baby.</p> <p>During discharge from Hospital, you will be provided a cheque of Rs. 1,400/- (if you are from Rural Area) and Rs. 1,000/- (If you are from Urban Area) under Janani Suraksha Yojana (JSY). But for that you have to stay in the General Ward of Hospital</p> <p>For any emergency, please call "108".</p> <p>If you have any complaint regarding service delivery or anybody ask you money during delivery or free medicine is not provided to you or you have been deprived from any of the free services mentioned, please call "104".</p>				
<b>4<sup>th</sup> Call (Before Expected Date of Delivery)</b>					
	<p>Your Expected Date of Delivery is .....</p> <p>Please go to hospital for delivery as per advice of ANM and ASHA. ASHA will accompany you during delivery. Delivery at Govt. Hospital is free. All tests done during delivery will be free. Medicines will be provided to you free of cost. If required, we'll provide free C-Section</p> <p>When you feel labour pain, please call "108". 108 Ambulance will drop you to the nearest hospital for delivery. It is completely free. You</p>		Whether planning for Institutional Delivery or Home Delivery		If Home Delivery, Reason If Institutional Delivery location selected



Call No	Interaction	Information to be captured in MCTS Portal	Information to be captured in the Customized Application		
			Question	Findings	Remarks
	<p>will also be dropped back to Home after delivery free of cost.</p> <p>All tests done at Hospital are free under “Janani and Sishu Surakhsha Karyakram (JSSK)” of Govt. of India. Hospital will not charge any money from you including Registration fee</p> <p>Breastfeeding of your child should be started within 1 hour after delivery. It will help your child to fight against many diseases. Please give only breast milk to your child for 6 months. No other food should be given to your child for 6 months</p> <p>You are requested to stay at hospital for at least 48 hours after delivery. During hospital stay, we’ll provide free diet to you. It will be good for you as well as your baby. If any complication arises, there are facilities available in our hospital to give treatment in our hospital. If you stay for 48 hours after delivery, we’ll provide one Baby Kit called “Mamata” which consists of a mosquito net, baby soap, powder, oil, blanket, towel, flannel cloth and a plastic sheet for your baby.</p> <p>During discharge from Hospital, you will be provided a cheque of Rs. 1,400/- (if you are</p>				

Call No	Interaction	Information to be captured in MCTS Portal	Information to be captured in the Customized Application		
			Question	Findings	Remarks
	<p>from Rural Area) and Rs. 1,000/- (If you are from Urban Area) under Janani Suraksha Yojana (JSY). But for that you have to stay in the General Ward of Hospital</p> <p>For any emergency, please call "108".</p> <p>If you have any complaint regarding service delivery or anybody ask you money during delivery or free medicine is not provided to you or you have been deprived from any of the free services mentioned, please call "104".</p>				
<b>5<sup>th</sup> Call (During due date of DPT1/ OPV1 vaccination)</b>					
			Whether delivery conducted at Home/ Govt. Hospital/Pvt. Hospital		If at Home, reason for Home Delivery
			Whether initiated breastfeeding within 1 hr of delivery (Yes/ No)		If No, reason
	Please give only breast milk to your child for 6 months. No other food should be given to your child for 6 months		Whether any other supplementary product provided to the infant other than breast milk (Yes/ No)		If Yes, reason and what are the products provided
			Whether JSY benefit received or not (Yes/ No)		If No, detail

Call No	Interaction	Information to be captured in MCTS Portal	Information to be captured in the Customized Application		
			Question	Findings	Remarks
			(In case of Delivery at Public Health Institution)		
			Whether stayed for 48hrs after Delivery (Yes/No)		If No, reason
			Whether "Mamata" kit received (Yes/No)		
			Whether Mother Horlicks received (Yes/No)		
			Whether 108 service facility availed to move from Home to Hospital (Yes/No)		If No, reason
			Whether any expenditure incurred related to transportation from Home to Hospital		
			Whether any expenditure incurred related to transportation from Hospital to Hospital		
			Whether any expenditure incurred related to transportation from Hospital to Home		
			Whether "BCG" and "OPV-0" provided at Birth (Yes/No)		
	Due date of DPT 1/ OPV 1 vaccination is ..... Please bring your baby to the nearest Village		Whether already DPT 1/ OPV 1 received (Yes/ No)		If Yes, place and date of service delivery

Call No	Interaction	Information to be captured in MCTS Portal	Information to be captured in the Customized Application		
			Question	Findings	Remarks
	Health & Nutrition Day (VHND) site or to the nearest Health Facility.				
			Whether the baby died (Yes/ No)		If Yes, condolence message and reason
<b>6<sup>th</sup> Call (During due date of DPT2/ OPV2 vaccination)</b>					
			Is there any illness of the baby (Yes/ No)		If yes, detail
			Whether DPT1/ OPV 1 given to the baby (Yes/ No)		If No, reason
	Due date of DPT 2/ OPV 2 vaccination is ..... Please bring your baby to the nearest Village Health & Nutrition Day (VHND) site or to the nearest Health Facility.		Whether already DPT 2/ OPV 2 received (Yes/ No)		If Yes, place and date of service delivery
			Whether the baby died (Yes/ No)		If Yes, condolence message and reason
	Please give only breast milk to your child for 6 months. No other food should be given to your child for 6 months		Whether any other supplementary product provided to the infant other than breast milk (Yes/ No)		If Yes, reason and what are the products provided
<b>7<sup>th</sup> Call (During</b>					

Call No	Interaction	Information to be captured in MCTS Portal	Information to be captured in the Customized Application		
			Question	Findings	Remarks
<b>due date of DPT3/ OPV3 vaccination)</b>					
			Is there any illness of the baby (Yes/ No)		If yes, detail
			Whether DPT2/ OPV 2 given to the baby (Yes/ No)		If No, reason
	Due date of DPT 3/ OPV 3 vaccination is ..... Please bring your baby to the nearest Village Health & Nutrition Day (VHND) site or to the nearest Health Facility.		Whether already DPT 3/ OPV 3 received (Yes/ No)		If Yes, place and date of service delivery
			Whether the baby died (Yes/ No)		If Yes, condolence message and reason
	Please give only breast milk to your child for 6 months. No other food should be given to your child for 6 months		Whether any other supplementary product provided to the infant other than breast milk (Yes/ No)		If Yes, reason and what are the products provided
<b>8<sup>th</sup> Call (During due date of Measles vaccination)</b>					
			Is there any illness of the baby (Yes/ No)		If yes, detail
			Whether DPT3/ OPV 3 given to the baby (Yes/		If No, reason

Call No	Interaction	Information to be captured in MCTS Portal	Information to be captured in the Customized Application		
			Question	Findings	Remarks
			No)		
	Due date of Measles vaccination is ..... Please bring your baby to the nearest Village Health & Nutrition Day (VHND) site or to the nearest Health Facility		Whether already Measles received (Yes/ No)		If Yes, place and date of service delivery
			Whether the baby died (Yes/ No)		If Yes, condolence message and reason
<b>Special Monthly Call to High Risk Pregnant Women</b>					
	Status about Health Checkup and advice to visit Doctor		Whether any other complication (Yes/ No)		If Yes, detail

**Annexure – II**

**Input Data to be provided from MCTS Portal (Subject to be changed as per modifications done in the MCTS Portal)**

**Input Format for 1<sup>st</sup> Call (During Due date of 2<sup>nd</sup> ANC)**

S No.	Health Block	Health Facility	SubFacility / SubCentre	Mother Name ( w/o Husband Name )	Address	Mother ID	Phone No. of	ANM	ASHA	LMP Date	ANC2 Date

**Input Format for 2<sup>nd</sup> Call (During Due date of 3<sup>rd</sup> ANC)**

S No.	Health Block	Health Facility	SubFacility / SubCentre	Mother Name ( w/o Husband Name )	Address	Mother ID	Phone No. of	ANM	ASHA	LMP Date	ANC3 Date

Input format for 3<sup>rd</sup> Call (During due date of 4<sup>th</sup> ANC)

S No.	Health Block	Health Facility	SubFacility / SubCentre	Mother Name ( w/o Husband Name )	Address	Mother ID	Phone No. of	ANM	ASHA	LMP Date	ANC4 Date

Input format for 4<sup>th</sup> Call (Prior to Expected Date of Delivery)

S No.	Health Block	Health Facility	SubFacility / SubCentre	Mother Name ( w/o Husband Name )	Address	Mother ID	Phone No. of	ANM	ASHA	Expected Delivery Date	Delivery Date



Input format for 5<sup>th</sup> Call (During due date of DPT 1/ OPV 1 vaccination)

S No.	Health Facility	SubFacility / SubCentre	Child ID	Child Name ( Sex )	Address	Mother ID ( Mother Name )	Phone No. of	Given Services	ANM (Phone no.)	ASHA (Phone no.)	Date of Birth	DPT1 Date

Input format for 6<sup>th</sup> Call (During due date of DPT 2/ OPV 2 vaccination)

S No.	Health Facility	SubFacility / SubCentre	Child ID	Child Name ( Sex )	Address	Mother ID ( Mother Name )	Phone No. of	Given Services	ANM (Phone no.)	ASHA (Phone no.)	Date of Birth	DPT2 Date

Input format for 7<sup>th</sup> Call (During due date of DPT 3/ OPV 3 vaccination)

S No.	Health Facility	SubFacility / SubCentre	Child ID	Child Name ( Sex )	Address	Mother ID ( Mother Name )	Phone No. of	Given Services	ANM (Phone no.)	ASHA (Phone no.)	Date of Birth	DPT3 Date

Input format for 8<sup>th</sup> Call (During due date of Measles vaccination)

S No.	Health Facility	SubFacility / SubCentre	Child ID	Child Name ( Sex )	Address	Mother ID ( Mother Name )	Phone No. of	Given Services	ANM (Phone no.)	ASHA (Phone no.)	Date of Birth	Measles Date

**Input format – Special Monthly call to High Risk Pregnant Women**

S.No	HealthBlock	Mother ID	Name of Mother	LMP Date	Expected Date of Delivery	Due Services	Given Services	Name of ANM	Name of Asha	Anemia	Complications