



Govt. of Bihar
Department of Health
State Health Society, Bihar
Pariwar Kalyan Bhawan, Sheikhpura, Patna-14



EXPRESSION OF INTEREST (EOI)

Inviting Companies / Agencies for Establishing & Operating Divisional Data Centre (R.P.M.U) and Data Centre in the Office of Divisional Commissioner in nine divisions of Bihar.

State Health Society, Bihar invites "Sealed Expression of Interest (EOI) from reputed Companies / Agencies for Establishing & Operating Divisional Data Centre (R.P.M.U) and Data Centre in the Office of Divisional Commissioner in nine divisional headquarters of Bihar i.e. Patna, Gaya, Muzaffarpur, Bhagalpur, Darbhanga, Purnea, Chapra, Saharsa and Munger.

Project Facilities:

The selected Service Provider/agency will provide following facilities at the rate mentioned in the below two tables at each Divisional Data Centre and Data Centre in the Office of Divisional Commissioner:-

Divisional Data Centre (R.P.M.U)		
Sl.No	Particulars of Provision and Facility	Rate per month (in Rupees)
1	Divisional Data Centre Supervisor- 1 (One)- , <i>Two years of experience in relevant field, Excellent in Microsoft Office.</i>	Rs. 59,000/- (Rupees Fifty Nine Thousand Only)
2	Divisional Data Centre Operator- 4 (Four) , <i>Two years of experience in relevant field, Good typing speed in Hindi & English, Good knowledge of MS-Office.</i>	
3	Computer with UPS - 5 (Five) , (Intel Core i5 processor, 2GB RAM , 320 GB Hard Disk, 18.5" TFT/ LED monitor, Windows 7 Professional.	
4	Laser Printers with Fax, Scanner & Photo Copy Facility - 1 (One) ,	
5	Telephone connection (along with Broadband connection)- 4 (Four) ,	
6	All necessary furniture's - As Required.	

and

Data Centre in the Office of Divisional Commissioner		
Sl.No	Particulars of Provision and Facility	Rate per month (in Rupees)
1	Computer with UPS (Intel Core i5 processor, 2GB RAM , 320 GB Hard Disk, 18.5" TFT/ LED monitor, Windows 7 Professional.	1,300/-
2	Laser Printer with Scanner	600/-
3	Telephone	500/-
4	Internet Connection (with unlimited uploading & downloading facilities through GPRS or Data Card)	1,000/-
5	Supervisor Salary 1 Minimum Qualification: Post Graduate Diploma in Computer Application or Information Technology/ Graduate from any recognized University with Diploma in Computer Application or Information Technology. 2 Two years of relevant experience required. 3. Good Hindi & English typing speed.	12,000/-
6	Misc. (Pen Drive, CD, Travelling, others)	1,100/-
	Total (For One Data Centre)	16,500/- Rupees Sixteen Thousand Five Hundred Only

Project Scope:

(a) Divisional Data Centre

- Divisional Data will be setup to strengthen the monitoring and supervision of Regional Programme Management Unit. The Data Centre will be involved in the district level NRHM activities falling under that region. The Data Centre will provide support to Regional Program Management Unit for implementation of the NRHM and its goals in the districts.
- Data Centre will collect compile and generate required information related to Health Programs which are being implemented under National Rural Health Mission (NRHM) as per need basis of Regional Programme Management Unit.
- Monitoring of online/offline Grievance Redressal System.
- Capturing attendance of Medical Personnel in the division.
- The Data Centre will provide support to RPMU in reviewing HMIS & MCTS data uploaded from facilities and provide support/feedback to the districts as required.
- The Data Centre will verify and validate MCTS data uploaded by districts.
- Data Centre will collect and compile all such reports which are time to time important.
- Fax and Email letters to the concerned offices in the Division.
- Submission of concise report to Officers at various levels in the Division.
- Any work assigned by Division/ State.

(b) Data Centre in Office of Divisional Commissioner

Data Centre in the Office of Divisional Commissioner will monitor all Health activities related to NRHM to facilitate Divisional Commissioner. They will undertake any work assigned by Divisional Commissioner office.

Eligibility Criteria:

- 1) The Service Provider should be a registered entity having minimum three years of experience in Information Technology Services.
- 2) The average annual turnover of the Service Provider for financial years 2009-10, 2010-11 and 2011-12 shall not be less than Rs.50 Lakhs.

Submission Requirements-

Interested Companies / Agencies wishing to undertake the above task may submit EOI in envelope marked **"EOI for Establishing & Operating Divisional Data Centre and Data Centre in the Office of Divisional Commissioner"** in the State Health Society, Bihar .

The envelope containing the Expression of Interest (EOI) should include the following documents:

- 1) Photocopy of Registration Certificate of the Companies /Agencies .
- 2) Photocopy of Service Tax Registration Certificate.
- 3) Photocopy of PAN.
- 4) Photocopy of Income Tax Return for the financial year 2009-10, 2010-11 and 2011-12
- 5) Audited Financial Statement along with Audit report of three Financial Years i.e. 2008-09, 2009-10 & 2010-11.
- 6) Photocopy of Experience Certificate. (provide documentary proof)
- 7) Notarized affidavit of not being blacklisted by any agency.
- 8) **Demand Draft of Rs. 1,00,000/-** (Rupees One Lakh, refundable), as Earnest Money, in favour of State Health Society, Bihar to be enclosed.

***Note-1-** *the EOI will be used to shortlist the Companies / Agencies for assigning the work contract at the rate mentioned above.*

Terms & Conditions-

- 1) The Service Provider shall establish Divisional Data Centre & Data Centre in the Office of Divisional Commissioner providing facilities mentioned in the *project scope above* and shall make it functional within 30 days of entering into agreement with the Regional Programme Management Unit.
- 2) Selection of Company Agency will be based on annual turnover and work experience decided by a selection committee constituted by State Health Society, Bihar. No financial bid required.
- 3) Up to three divisions may be allotted to one Company / Agency. The State Health Society, Bihar reserves the all right to increase or decrease the number.
- 4) Total Monthly Charges inclusive of all levied or leviable taxes by the central as well as the State Governments and charges for Establishing & Operating Divisional Data Centre in each division shall in no case be more than Rs. 59,000/- (Rupees Fifty Nine Thousand only) on the production of bill. Nothing shall be charged by or paid to over and above the fixed monthly charges, and any claim for advance shall no longer be entertainable.
- 5) Total Monthly Charges inclusive of all levied or leviable taxes by the central as well as the State Governments and charges for Establishing & Operating Data Centre in the Office of Divisional Commissioner in each divisional headquarter shall in no case be more than Rs. 16,500/- (Rupees Sixteen Thousand Five Hundred only) on the production of bill. Nothing shall be charged by or paid to over and above the fixed monthly charges, and any claim for advance shall no longer be entertainable.
- 6) Service Provider will procure necessary equipment like computers, fax, phone, scanner, Modem, Telephone etc for the Divisional Data Centre and Data Centre in the Office of Divisional Commissioner and retain ownership of the same.
- 7) Furniture would be installed by the Service Provider at their own cost for Divisional Data Centre.
- 8) The Service Providers shall recruit qualified staff and in no case pay, inclusive of all taxes and charges, less than Rs. 10,000/- and 6,500/- for Divisional Data Centre Supervisor and Divisional Data Centre Operator respectively.
- 9) TDS admissible under the laws in force or enforceable by the Central or State Governments shall be deducted at prescribed norms on the payable amount.
- 10) RPMU and Office of Divisional Commissioner shall provide only rent-free space and electricity for the Service Provider to set-up and run the both Data Centres, but all other expenditures including monthly telephone Bills, Printer Cartridge, Paper etc. shall be borne by the Service Provider itself.
- 11) Service Provider will be responsible for maintenance and security of all furniture's and equipments installed by them at both Data Centres.
- 12) The both Data Centre shall function on all working days during office hours of the office of Divisional Commissioner and Regional Programme Management Unit.
- 13) Service Provider will maintain transparency in all financial transaction.
- 14) The agreement will be initially for 2 year and likely to be extended on satisfactory performance.
- 15) The awarded Service Provider shall be required to submit a bank guarantee of 10% of the contract value within 30 days of signing of agreement with the concerned Regional Programme Management Unit which is to be valid for 26 months from the date of signing of agreement. The Bank Guarantee shall serve as performance guarantee, and be returnable within 2 month after the end of the period of Bank Guarantee.
- 16) Payment will made to Service Provider by Regional Programme Management Unit within 15 days of the submission of the Bill. If the payment is delayed beyond 30 days then interest @ 5% per year will be payable to the Service Provider.
- 17) In case of the failure of the Service provider to make the facility functional within the stipulated timeframe, the offer may be withdrawn at the discretion of the State Health Society, Bihar.
- 18) If Service Provider fails to provide service in full or part, proportionate deductions will be made from the monthly bill for the same as follows:
 - a. If data centre is closed on any working day : 1 day of monthly contract amount (assuming 26 working days in a month) will be deducted from the monthly bill.
 - b. If any of the data centre employee remains absent on any working day then deduction will be 1 times of his daily wage amount from the monthly bill.
 - c. Penalty up to 10% of Bill Amount of the month/months for which Service Provider under contract has not provided the satisfactory services may be

Submission of EOI –

The EOI may reach the office of the undersigned by 2.00 PM on **18th February, 2013** through Registered post/ /Speed Post in the office of **Executive Director, State Health Society, Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-14**. EOI received after this time, would not be entertained. The EOI will be opened on **18th February, 2013 at (4 PM)** at State Health Society, Bihar in the presence of the parties those who wish to participate. State Health Society, Bihar would not be responsible for any delay or loss of the EOI document. The decision of the State Health Society Bihar shall be final, and no enquiries, or application for review, shall be entertained. The State Health Society Bihar reserves the right to cancel or reject any EOI /all EOI without assigning any reason at any point of time. For all enquiries the interested Company/Agency may contact concerned Officer Mr. Atul Verma, State Health Society, Bihar Tel no. 0612-2281545 during Office hours (10:00 AM to 6 PM) on all working days.

Sanjay Kumar, IAS
Secretary Health
-cum-
Executive Director