



बिहार सरकार

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



NOTICE INVITING EXPRESSION OF INTEREST (EOI)

For

Establishment of Integrated 104 call centre for Ambulance Services, Grievance Redressal and Health Helpline

Expression of Interest (EOI) is invited from reputed agencies/Companies/Organizations for Establishment of Integrated 104 call centre for Ambulance Services, Grievance Redressal and Health Helpline in Bihar. The broad details of requirement and terms & conditions may be downloaded from website (www.statehealthsocietybihar.org). A pre-bid meeting is scheduled on 14/02/2014 at 3.00 P.M. in the Conference Hall of State Health Society Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna. Competent interested agencies/Companies/Organizations are requested to submit the details to Executive Director, State Health Society, Pariwar Kalyan Bhawan, Sheikhpura, Patna-800014 on or before 24/02/2014 at 5.00 P.M. All the applications received by due date will be opened at 11:00 A.M. on 25/02/2014 in front of bidders or their representatives. Based on the eligibility criteria as mentioned in EoI, firms will be short listed. The shortlisted agencies will be issued RFP against which firms will be required to submit technical and financial bid in sealed cover.

For any clarification, please contact Arvind Kumar, System Analyst-Cum-Data Officer on Mobile No: 9470003015.

Secretary Health-cum-Executive Director
State Health Society Bihar

STATE HEALTH SOCIETY BIHAR

Establishment of Integrated 104 call centre for Ambulance Services, Grievance Redressal and Health Helpline

Background

Health sector in Bihar has witnessed notable improvements in vital health indicators relating to maternal mortality and child health as a result of better infrastructure, service levels and emphasis on institutional delivery and immunization. The state wants to take the next step towards sustaining the positive momentum by setting up an integrated call centre as a one stop solution for citizens needs for ambulance services, on-call medical advice and grievance redressal. The call centre will be accessible through the '104' number and will use multiple channels of forward and backward communication, **phone, sms, email and web services**, in a 24x7 format. State residents would access the services through a 3 digit number '104' and will be available in 2 languages, viz. Hindi & English

Scope of Work

Government of Bihar has decided to engage reputed and qualified organizations with the requisite capability and experience through outsourced model to operate a health call centre with focus, though not limited, on the below mentioned services. A brief scope of services, objectives and expectations from the bidder are provided below.

- **Ambulance Services:** Bihar currently has 3 different help-lines operated by different service providers for ambulance services. '104' helpline will serve as a single contact point (front end) for all ambulance services. The selected vendor will be required to forward requests to relevant service providers and may also be required to integrate with existing systems deployed by ambulance vendors. There is a possibility that existing ambulance helpline numbers may be phased out in the future.
- **Grievance Redressal:** '104' would enable state residents to file complaints related to functioning of public healthcare system for areas like service delivery, ambulances, incentive disbursement etc. and also receive updates on relevant action on the same. The call centre operator would be required to develop a system for capturing of all grievances in pre-defined formats (in consultation with SHSB), forward the complaints to relevant departments/ nodal authority (as defined by SHSB) and call residents to update on the status of their grievances.
- **Medical Advice:** '104' will provide medical advice and referrals services based on tele-triage. The operator would be expected to use accredited disease summaries/ algorithms and triage algorithms to handle common minor ailments and chronic diseases as well as

provide information on maternal and child health. Service range would extend to provide counselling services to adolescents, cancer patients, patients with suicidal tendencies etc. Call centre operator should have qualified 24x7 medical personnel and psychologists to handle such calls.

Expression of Interest

SHSB invites Expression of Interest (EOI) from experienced agencies/Companies/Organizations to implement the 24X7 Integrated '104' Call Centre in Bihar through outsourced model. The applicant should fulfil the eligibility criteria mentioned below. Shortlisted eligible applicants will be invited to bid for the detailed RFP to be released later.

Eligibility Criteria

- i. The bidder should be a registered body under the Societies Registration Act/Indian Religious and Charitable Act/Indian Trust Act/Company Act or any other Act of State Government or Government of India for more than three years as on the date of submission of the proposal/bid. Certificate of registration should be enclosed with the application.
- ii. A single service provider having a minimum average annual turnover of INR 10 crore for last three financial years (2000-11, 2011-12 & 2012-13). The bidder must attach audited accounts and a turnover certificate duly certified by Chartered Accountant for last three years as supporting documents.
- iii. The bidder should have a minimum of three years of experience operating a contact centre offering similar services as mentioned in the scope, for and on behalf of state/district health authorities in any part of the country.
- iv. The bidder should have experience of operating at least one 10-seat contact centres for any state/district health authorities in any part of the country.

(For point's iii & iv – following needs to be provided

- a. Detailed case studies – This should include
 - i. Synopsis of service provided
 - ii. Number of centres operated, location of each centre and years of operation
 - iii. Size of each call centre (# of seats)
 - iv. Call volumes handled per day
 - v. Hours of operation per day
 - vi. Languages supported
 - vii. Communication channels supported
 - viii. KPIs and SLAs adhered to (including target values)
- b. Copy of contracts
- c. Experience certificate issued by clients

Conflict of Interest:

Service providers have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of SHSB, or that may reasonably be perceived as having this effect. If the service provider fails to disclose said situations and if SHSB comes to know about any such situation at any time, it may lead to the disqualification of the service provider during bidding process or the termination of its Contract during execution of assignment.

Disqualification:

SHSB reserves the right to disqualify any applicant from the EOI process if the applicant has:

- i. Submitted the response for EOI after the stipulated date of submission;
- ii. Made misleading or false representation in the forms, statements and attachments submitted as proof of the eligibility requirements
- iii. Not submitted the response to EOI along with proper documents
- iv. Failed to provide certification related thereof when sought
- v. Submitted more than one response
- vi. Been found to canvas influence or attempt to influence in any manner the qualification or selection process

Submission Requirements

Respondents are requested to submit their responses in sealed cover as per the format given below:

- Covering Letter as per the format provided in Appendix I
- Other related information as per Appendix II
- PoA (Power of Attorney) document which authorizes the signatory to sign on the documents on behalf of the company should be attached in the format available with the participating agency.
- Proposal should contain a comprehensive solution document consisting of the Approach & Methodology (maximum 5 pages),
- Audited financial statement for the last 3 financial years.
- Income Tax Return for the last 3 financial years
- Proof of Registration with Service Tax Department from service providers
- Completion certificates of the activities completed in last 3 years
- No-conviction certificate for the last 3 years submitting affidavit that they are not blacklisted or / adverse recommendation by any Govt. Dept. /Govt. organization and/or the Competition Commission of India/ Central Vigilance Commission/ Comptroller and Auditor General of India for bid rigging & cartelization.
- Contact details of the experts responsible for implementation of the project

Submission Details

A pre-bid meeting is scheduled on 14/02/2014 at 3.00 P.M. in the Conference Hall of State Health Society Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna. Competent interested agencies/Companies/Organizations are requested to submit the details to Executive Director, State Health Society, Pariwar Kalyan Bhawan, Sheikhpura, Patna-800014 on or before 24/02/2014 at 5.00 P.M. All the applications received by due date will be opened at 11:00 A.M. on 25/02/2014 in front of bidders or their representatives. Based on the eligibility criteria as mentioned in EoI, firms will be short listed. The shortlisted agencies will be issued RFP against which firms will be required to submit technical and financial bid in sealed cover.

SHSB reserves the right to extend the Application Due Date by issuing a corrigendum uniformly for all Applicants. It will be available on SHSB website (if any ?)

Submission Mode:

All EoI shall be submitted in sealed envelopes super-scribing **“ESTABLISHMENT OF INTEGRATED 104 CALL CENTRE FOR AMBULANCE SERVICES, GRIEVANCE REDRESSAL AND HEALTH HELPLINE”**. EoI submitted either by facsimile transmission or e-mail shall not be acceptable. If the envelope is not sealed and not marked as instructed above, SHSB assumes no responsibility for the misplacement or premature opening of the contents of the Application submitted and such Application may at the sole discretion of SHSB be rejected.

Address for submission of Application:

All application should be submitted in a sealed envelope on the following address:

Secretary Health-cum-Executive Director,
State Health Society Bihar,
Pariwar Kalyan Bhawan, Sheikhpura, Patna – 800014.
Bihar

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 modify the terms & conditions partially or wholly or cancel the EOI without assigning any reason.

For any clarification, please contact Arvind Kumar, System Analyst-Cum-Data Officer on Mobile No: 9470003015

Secretary Health-cum-Executive Director
State Health Society Bihar

Appendix I: Covering letter from the Bidder

Company Letterhead

[Date]

Executive Director

State Health Society, Bihar

Parivar Kalyan Bhavan,

Sheikhpura,

Patna - 800 014.

Reference: Invitation for Expression of interest- Establishment of Integrated 104 call centre For Ambulance Services, Grievance Redressal and Health Helpline in Bihar

Dear Sir,

This is to notify you that our company intends to submit a proposal in response to the EoI for *Establishment of Integrated 104 call centre For Ambulance Services, Grievance Redressal and Health Helpline in Bihar*. Primary and Secondary contacts for our company are:

Name:	Primary Contact	Secondary Contact
Title:		
Company Name:		
Address:		
Phone:		
Mobile:		
E-mail:		

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to State Health Society, Bihar is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements there in do not in whole or in part mislead the SHSB in its short-listing process. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing processor unduly favours our company in the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, for undertaking the work to "*Establishment of Integrated 104 call centre For Ambulance Services, Grievance Redressal and Health Helpline*" project.

We agree to abide by the conditions set within this EoI. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/ company/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this, Day of, **2014**

(Signature)

(In the capacity of)

Duly authorized to sign the EoI Response for and on behalf of:

Sincerely,

[Bidder's Name]

Name

Title

Signature Date

(Name and Address of Bidder)

Seal/ Stamp of the Agency

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I,.....,certify that I am
.....of.....and that
.....who signed the above response is authorized to bind
the corporation by authority of its governing body.

(Seal here)

Date

Appendix II: INDEX OF FORMATS

The bidder would be required to provide all the information in forms listed below. All participating bidders would be required to furnish required supporting documents as mentioned in the eligibility criteria.

Sr.	Form
1.	Form I: Details of the Bidder
2.	Form II: Financial Information
3.	Form III: Information on Experience
4.	Comprehensive Solution Document

Form I: Details of Bidder	
Name	
Nature of Business	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Contact Person & Contact Number	
Other Relevant Information	

Form II: Financial Information			
	Revenue (in INR Crores)	Profit Before Tax (in INR Crores)	Net Worth (in INR Crores)
FY 2012-13			
FY 2011-12			
FY 2010-11			

Form III: Information on Prior Experience	
Client Information	
Name of the Client	
Details of the Client's contact person for reference. Please include name, designation, postal address, contact phone, fax number and e-mail id	
Any relevant details about the client organization	
Project Details	
Nature of the Project	
Total Contract Value of the project	
Please provide a description of the project including the goals of the project, scope of the project, uniqueness of the project, complexity of the project, significant achievements and any other detail considered significant	

Geographical Locations of Implementation	
Present status of the project	
Number of Locations/Units at which the project is Implemented	
Date of commencement of the project	
Date of successful completion of the project	
If the project is not completed, please provide dates of key milestones already achieved and target dates for upcoming key milestones up to and including the expected date of completion	
Scope of Engagement	
Duration of maintenance support	
Details of the Solution	
Number of Instances of deployment of the solution	
Technical Details of the solution	
Other Relevant Information	