

## Revised - Financial &amp; Technical Aspect: EO1 for Establishment of Integrated 104 call centre for Ambulance Services, Grievance Redressal and Health Helpline

| Sl. No. | Name of the Bidder/ Lead Member of the Bidding Consortium   | Legal Status with Date of Incorporation and location of Registered Office                                                                       | Whether Audited Accounts submitted by Bidder (Lead Bidder Incase of Consortium) for FYs (Yes/No) |     |     |        | Annual turnover from IT Business of Bidder (Lead Bidder Incase of Consortium) (Rs in crore) |        |        |         | Whether the average annual turnover from IT Business of the Bidder is minimum Rs 1 Cr for FYs 2010-11, 2011-12 & 2012-13 (Yes/No) | Whether Copy of Certificate of Incorporation submitted by Bidder (All Bidders Incase of Consortium) (Yes/No) | Whether Copy of certificate of Service Tax Registration submitted by Bidder (All Bidders Incase of Consortium) (Yes/No) | Whether copy of PAN Card of the company/firm submitted by Bidder (All Bidders Incase of Consortium) (Yes /No) | Bidder (any bidder in case of a consortium) should have an experience of maintaining & support a 30 member call center with local language for at least 2 (two) years | The Prime Bidder should either have local presence in Bihar or agree to setup local office within one month of award of contract | The BIDDER (all bidders in case of consortium) shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Central / State Government/Government agencies/ PSUs/ World Bank/ADB/DFID or any other funding agency etc. in last 3 years ending on March 2013 | Final Remark  |
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|         |                                                             |                                                                                                                                                 | d                                                                                                | e   | f   | g      | h                                                                                           | i      | j      | k       |                                                                                                                                   |                                                                                                              |                                                                                                                         |                                                                                                               |                                                                                                                                                                       |                                                                                                                                  |                                                                                                                                                                                                                                                                                                                     |               |
| a       | b                                                           | c                                                                                                                                               | d                                                                                                | e   | f   | g      | h                                                                                           | i      | j      | Average | k                                                                                                                                 | l                                                                                                            | m                                                                                                                       | n                                                                                                             | o                                                                                                                                                                     | p                                                                                                                                | q                                                                                                                                                                                                                                                                                                                   | r             |
| 1       | ORANGE BUSINESS SERVICES INDIA TECHNOLOGY PVT. LTD., MUMBAI | Legal Status: Pvt. Ltd. Company<br>Date of Incorporation: 08.07.2007<br>Regd. Office: 15th Floor, Vishwaroop It Park, Vashi Navi Mumbai, 400710 | NO                                                                                               | YES | YES | 102.12 | 140.40                                                                                      | 146.69 | 129.74 |         | YES                                                                                                                               | YES                                                                                                          | YES                                                                                                                     | NO                                                                                                            | Submitted a Certificate from GVK-EMRI Assam                                                                                                                           | No documentary evidence for this clause submitted                                                                                | Submitted in a photo copy (stamp paper)                                                                                                                                                                                                                                                                             | Not Qualified |
| 2       | NCS COMPUTECH LTD., KOLKATA                                 | Legal Status: Company<br>Date of Incorporation: 09.04.1999<br>Regd. Office: 3, Com. Build. 23, N.S. Road, Kolkata, 700001                       | YES                                                                                              | YES | YES | 55.60  | 83.25                                                                                       | 116.26 | 85.04  |         | YES                                                                                                                               | YES                                                                                                          | YES                                                                                                                     | YES                                                                                                           | Not Submitted                                                                                                                                                         | Submitted                                                                                                                        | Submitted in a Rs 100/ non-judicial stamp paper                                                                                                                                                                                                                                                                     | Not Qualified |
| 3       | GVK EMRI, SECUNDRABAD                                       | Legal Status: Society<br>Date of Incorporation: 07.02.2005<br>Regd. Office: Devar Yamzal, Medchal Road, Secundrabad, 500014, Andhra Pradesh     | YES                                                                                              | NO  | NO  | 324.16 | NA                                                                                          | NA     | 108.05 |         | YES                                                                                                                               | YES                                                                                                          | YES                                                                                                                     | NO                                                                                                            | Submitted                                                                                                                                                             | No documentary evidence for this clause submitted                                                                                | Submitted in a stamp paper of Rs 100                                                                                                                                                                                                                                                                                | Not Qualified |
| 4       | TATWA, BHUVNESHWAR                                          | Legal Status: Company<br>Date of Incorporation: 10.01.2006<br>Regd. Office: Plot NO.-06, Second floor, Kharavela Nagar, Bhuvneshwar 751001      | YES                                                                                              | YES | YES | 6.26   | 7.50                                                                                        | 18.25  | 10.67  |         | YES                                                                                                                               | YES                                                                                                          | YES                                                                                                                     | YES                                                                                                           | Work orders which were submitted didn't have the relevant information                                                                                                 | No documentary evidence for this clause submitted                                                                                | Submitted in a stamp paper of Rs 10 but in a different format from the format given in EO1                                                                                                                                                                                                                          | Not Qualified |



## Revised - Financial &amp; Technical Aspect: EOI for Establishment of Integrated 104 call centre for Ambulance Services, Grievance Redressal and Health Helpline

| Sl. No. | Name of the Bidder/ Lead Member of the Bidding Consortium | Legal Status with Date of Incorporation and location of Registered Office                                                                                                                                           | Whether Audited Accounts submitted by Bidder (Lead Bidder - Increase of Consortium) for FYs (Yes/No) |     |     |       | Annual turnover from IT Business of Bidder (Lead Bidder - Increase of Consortium) (Rs in crore) |       |       |     | Whether the average annual turnover from IT Business of the Bidder is minimum Rs 1 Cr for FYs 2010-11, 2011-12 & 2012-13 (Yes/No) | Whether Copy of Certificate of Incorporation submitted by Bidder (All Bidders - Increase of Consortium) (Yes/No) | Whether Copy of Tax Registration submitted by Bidder (All Bidders - Increase of Consortium) (Yes/No) | Whether copy of PAN Card of the company/firm submitted by Bidder (All Bidders - Increase of Consortium) (Yes /No) | Bidder (any bidder in case of a consortium) should have an experience of maintaining & support a 30 member call center with local language for at least 2 (two) years | The Prime Bidder should either have local presence in Bihar or agree to setup local office within one month of award of contract | The BIDDER ( all bidders in case of consortium) shall not be under a declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Central / State Government/Government agencies/ PSUs/ World Bank/ADB/DFID or any other funding agency etc. in last 3 years ending on March 2013 | Final Remark |
|---------|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|-----|-----|-------|-------------------------------------------------------------------------------------------------|-------|-------|-----|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
|         |                                                           |                                                                                                                                                                                                                     | d                                                                                                    | e   | f   | g     | h                                                                                               | i     | j     | k   |                                                                                                                                   |                                                                                                                  |                                                                                                      |                                                                                                                   |                                                                                                                                                                       |                                                                                                                                  |                                                                                                                                                                                                                                                                                                                      |              |
| a       | b                                                         | c                                                                                                                                                                                                                   | d                                                                                                    | e   | f   | g     | h                                                                                               | i     | j     | k   | l                                                                                                                                 | m                                                                                                                | n                                                                                                    | o                                                                                                                 | p                                                                                                                                                                     | q                                                                                                                                | r                                                                                                                                                                                                                                                                                                                    |              |
|         |                                                           | Legal Status: Company<br>Date of Incorporation: 16.07.1982<br>Regd. Office: Vega Block, V, 10th Floor, Plot No.-17, Unit No.-2, Right Wing, Ascendas, Software Units Layout, Hightech City, Madhapur, Hyderabad -81 | YES                                                                                                  | YES | YES | 21.21 | 43.43                                                                                           | 42.87 | 35.84 | YES | YES                                                                                                                               | YES                                                                                                              | YES                                                                                                  | Submitted                                                                                                         | Submitted                                                                                                                                                             | Submitted in a non judicial stamp paper of Rs 100                                                                                | Qualified for RFP                                                                                                                                                                                                                                                                                                    |              |
| 5       | BODHTREE, HYDERABAD                                       | Legal Status: Pvt. Ltd.<br>Company<br>Date of Incorporation: 19.12.2002<br>Regd. Office: 6-3-663/G/4, Innovative House, Panjagutta, Hyderabad 500082                                                                | YES                                                                                                  | YES | YES | 30.23 | 40.49                                                                                           | 59.40 | 43.37 | YES | YES                                                                                                                               | YES                                                                                                              | YES                                                                                                  | Work orders for "eGram IT submitted. Although they claimed it to be a subsidiary of E-centric solution Pvt. Ltd.  | No documentary evidence for this clause submitted                                                                                                                     | Submitted in Company Letter Head                                                                                                 | Not Qualified                                                                                                                                                                                                                                                                                                        |              |
| 7       | ANWESHA CYBOTECH RESEARCH INSTITUTE PVT. LTD., PATNA      | Legal Status: Pvt. Company<br>Date of Incorporation: 26.11.1998<br>Regd. Office: Cybotech Campus, Boring-Patliputra Road, Patna 800013                                                                              | YES                                                                                                  | YES | YES | 1.77  | 2.04                                                                                            | 1.39  | 1.73  | YES | YES                                                                                                                               | YES                                                                                                              | YES                                                                                                  | Submitted the agreement, work order from Anweshia Technologies and SLA for the same.                              | Already have a office at Patna                                                                                                                                        | Submitted in two Rs 50/ non-judicial stamp paper                                                                                 | Qualified for RFP                                                                                                                                                                                                                                                                                                    |              |
| 8       | ARYABHAT COMPUTERS, PATNA                                 | Legal Status: Society<br>Date of Incorporation: 31.03.1986<br>Regd. Office: 192 B, Boring Road, S.K. Puri, Patna 800001                                                                                             | YES                                                                                                  | YES | YES | 1.03  | 1.02                                                                                            | 2.02  | 1.36  | YES | YES                                                                                                                               | YES                                                                                                              | YES                                                                                                  | Submitted certificate from SHSB                                                                                   | Already have a office in Patna                                                                                                                                        | Submitted with a court fee of Rs 100 of GoB                                                                                      | Qualified for RFP                                                                                                                                                                                                                                                                                                    |              |



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|         |                                                           |                                                                                                                                                       | d                                                                                                      | e       | f       | g                                                                                             | h       | i       | j       |                                                                                                                                   |                                                                                                                |                                                                                                                           |                                                                                                                |                                                                                                                                                                       |                                                                                                                                  |                                                                                                                                                                                                                                                                                                                      |                   |
|         |                                                           |                                                                                                                                                       | 2010-11                                                                                                | 2011-12 | 2012-13 | 2010-11                                                                                       | 2011-12 | 2012-13 | Average |                                                                                                                                   |                                                                                                                |                                                                                                                           |                                                                                                                |                                                                                                                                                                       |                                                                                                                                  |                                                                                                                                                                                                                                                                                                                      |                   |
| a       | b                                                         | c                                                                                                                                                     | d                                                                                                      | e       | f       | g                                                                                             | h       | i       | j       | k                                                                                                                                 | l                                                                                                              | m                                                                                                                         | n                                                                                                              | o                                                                                                                                                                     | p                                                                                                                                | q                                                                                                                                                                                                                                                                                                                    | r                 |
| 9       | HMRI, HYDERABAD                                           | Legal Status: Society<br>Date of Incorporation: 08.10.2007<br>Regd. Office: 1-2-17, Challa Office Complex, Gagan Mahal Road, Domalguda, Hyderabad     | YES                                                                                                    | YES     | YES     | 93.02                                                                                         | 32.50   | 26.25   | 50.59   | YES                                                                                                                               | YES                                                                                                            | YES                                                                                                                       | YES                                                                                                            | Submitted                                                                                                                                                             | Submitted                                                                                                                        | Submitted                                                                                                                                                                                                                                                                                                            | Qualified for RFP |
| 10      | ZIONTA HEALTH CARE LIMITED, MUMBAI                        | Legal Status: Company<br>Date of Incorporation: 27.11.2002<br>Regd. Office: 401/B, 4th Floor, Nirjanan Building, 99, Marine Drive, Mumbai, 400002     | YES                                                                                                    | YES     | YES     | 27.00                                                                                         | 77.87   | 102.42  | 69.10   | YES                                                                                                                               | YES                                                                                                            | YES                                                                                                                       | YES                                                                                                            | Submitted                                                                                                                                                             | Submitted                                                                                                                        | Submitted in a notarized stamp paper of Rs 100                                                                                                                                                                                                                                                                       | Qualified for RFP |
| 11      | HR SOFTWARE SOLUTIONS PVT. LTD.,                          | Legal Status: Pvt. Ltd. Company<br>Date of Incorporation: 21.05.2008<br>Regd. Office: 198, First Floor, Jeevan Nagar, Maharanibagh, New Delhi, 110014 | NO                                                                                                     | NO      | NO      | NA                                                                                            | NA      | NA      | NA      | NO                                                                                                                                | YES                                                                                                            | YES                                                                                                                       | YES                                                                                                            | Submitted work order from Idea Cellular. Although relevant conditions are also not fulfilled in the work order.                                                       | Submitted                                                                                                                        | Submitted in e-stamp paper                                                                                                                                                                                                                                                                                           | Not Qualified     |
| 12      | MINDMILL SOFTWARE LIMITED, NOIDA                          | Legal Status: Company<br>Date of Incorporation: 24.10.1996<br>Regd. Office: J-1/128, Khirki Extension, Malviya Nagar, New Delhi                       | YES                                                                                                    | YES     | YES     | 1.82                                                                                          | 2.12    | 1.81    | 1.92    | YES                                                                                                                               | YES                                                                                                            | YES                                                                                                                       | YES                                                                                                            | Not Submitted                                                                                                                                                         | No documentary evidence for this clause submitted                                                                                | Submitted in a notarized stamp paper of Rs 10                                                                                                                                                                                                                                                                        | Not Qualified     |

Attested

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Signature

Signature

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| Sl. No. | Name of the Bidder/ Lead Member of the Bidding Consortium     | Legal Status with Date of Incorporation and location of Registered Office                                                                                        | Whether Audited Accounts submitted by Bidder (Lead Bidder In case of Consortium) for FYs (Yes/No) |         |         | Annual turnover from IT Business of Bidder (Lead Bidder In case of Consortium) (Rs in crore) |         |         |         | Whether the average annual turnover from IT Business of the Bidder is minimum Rs 1 Cr for FYs 2010-11, 2011-12 & 2012-13 (Yes/No) | Whether Copy of Certificate of Incorporation submitted by Bidder (All Bidders In case of Consortium) (Yes/No) | Whether Copy of certificate of Service Tax Registration submitted by Bidder (All Bidders In case of Consortium) (Yes/No) | Whether copy of PAN Card of the company/firm submitted by Bidder (All Bidders In case of Consortium) (Yes /No) | Bidder (any bidder in case of a consortium) should have an experience of maintaining & support a 30 member call center with local language for at least 2 (two) years | The Prime Bidder should either have local presence in Bihar or agree to setup local office within one month of award of contract | The BIDDER ( all bidders in case of consortium) shall not be under a declaration of indeligibility for corrupt or fraudulent practices or blacklisted with any of the Central / State Government/Government agencies/ PSUs/ World Bank/ADB/DFID or any other funding agency etc. in last 3 years ending on March 2013 | Final Remark  |
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|         |                                                               |                                                                                                                                                                  | 2010-11                                                                                           | 2011-12 | 2012-13 | 2010-11                                                                                      | 2011-12 | 2012-13 | Average |                                                                                                                                   |                                                                                                               |                                                                                                                          |                                                                                                                |                                                                                                                                                                       |                                                                                                                                  |                                                                                                                                                                                                                                                                                                                       |               |
| a       | b                                                             | c                                                                                                                                                                | d                                                                                                 | e       | f       | g                                                                                            | h       | i       | j       | k                                                                                                                                 | l                                                                                                             | m                                                                                                                        | n                                                                                                              | o                                                                                                                                                                     | p                                                                                                                                | q                                                                                                                                                                                                                                                                                                                     | r             |
| 13      | UNITED HEALTH GROUP INFORMATION SERVICES PRIVATE LTD, GURGAON | Legal Status: Pvt. Ltd. Company<br>Date of Incorporation: 22.07.2002<br>Regd. Office: Unitech Cyber Park, Tower C, 1st Floor, Sector 39, Gurgaon, Haryana 122002 | YES                                                                                               | YES     | YES     | 470.69                                                                                       | 632.56  | 899.09  | 667.45  | YES                                                                                                                               | YES                                                                                                           | YES                                                                                                                      | YES                                                                                                            | Not Submitted                                                                                                                                                         | No documentary evidence for this clause submitted                                                                                | Not submitted in a stamp paper                                                                                                                                                                                                                                                                                        | Not Qualified |
| 14      | VIBGYOR INFO PRIVATE LIMITED, LUCKNOW                         | Legal Status: Pvt. Ltd. Company<br>Date of Incorporation: 31.10.2001<br>Regd. Office: 1st Floor, B-Block, Rohit Bhawan, Sapru Marg, Hazratganj, Lucknow, 226001  | YES                                                                                               | YES     | YES     | 4.40                                                                                         | 4.31    | 13.11   | 7.27    | YES                                                                                                                               | YES                                                                                                           | YES                                                                                                                      | NO                                                                                                             | Not Submitted                                                                                                                                                         | Submitted                                                                                                                        | Not submitted                                                                                                                                                                                                                                                                                                         | Not Qualified |
| 15      | MOBINEERS INFO SYSTEMS PRIVATE LIMITED, NEW DELHI             | Legal Status: Pvt. Ltd. Company<br>Date of Incorporation: 04.11.2004<br>Regd. Office: 9/7, Patodia House, Shakti Nagar, Nagia Park, Delhi-110007                 | YES                                                                                               | YES     | YES     | NA                                                                                           | 16.39   | 17.02   | 11.14   | YES                                                                                                                               | YES                                                                                                           | YES                                                                                                                      | YES                                                                                                            | Submitted                                                                                                                                                             | Submitted                                                                                                                        | Submitted not in Stamp paper but in its own letter head                                                                                                                                                                                                                                                               | Not Qualified |
| 16      | INTARVO TECHNOLOGIES LIMITED, NEW DELHI                       | Legal Status: Company<br>Date of Incorporation: 28.02.2001<br>Regd. Office: B-14/1, Okhla Industrial Area, Phase-II, New Delhi-110020                            | YES                                                                                               | YES     | YES     | 105.83                                                                                       | 76.74   | 71.43   | 84.67   | YES                                                                                                                               | NO                                                                                                            | YES                                                                                                                      | NO                                                                                                             | Submitted a self - certified copy for a completion of a call center not from client                                                                                   | No documentary evidence for this clause submitted                                                                                | Submitted in e-stamp paper                                                                                                                                                                                                                                                                                            | Not Qualified |

Sanjay Kumar

Representative



K. L. Das

Sanjay Kumar

JS, Health Dept. GoB

NIC, Patna

FIM, SHSB

SPO, SHSB

SA-cum-DO, SHSB

Atul Verma

I/c Data Centre, SHSB



Atul Verma

Atul Verma

PPF Consultant, B-TAST

IT & e-Gov. expert, B-TAST

Dipayan Roy



Dipayan Roy

RME, RPMU, Patna