



बिहार सरकार

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



256

Corrigendum

Regarding - NOTICE INVITING EXPRESSION OF INTEREST (EOI) For Establishment of Integrated 104 call centre for Ambulance Services, Grievance Redressal and Health Helpline.

The last date of submission of EOI has been extended to 03.03.2014 before 5 PM and hence technical bid opening date is on 04.03.2014 at 11 AM. As per the queries received in Pre-Bid meeting organised on 14.02.2014, some modifications / additions have been done. The details of corrigendum may be seen on website (www.statehealthsocietybihar.org) of State Health Society, Bihar.

San
21/02/14

Secretary Health-cum-Executive Director
State Health Society Bihar

राज्य स्वास्थ्य समिति, बिहार के अन्तर्गत "Establishment of Integrated 104 call centre for Ambulance Services, Grievance Redressal and Health Helpline" हेतु दिनांक- 08.02.2014 को विभिन्न समाचार पत्रों में प्रकाशित Expression of Interest (EOI) के संदर्भ में दिनांक-14.02.2014 को अपराह्न 3 बजे आयोजित Pre-Bid Meeting की कार्यवाई निम्नवत् है -

सचिव स्वास्थ्य-सह-कार्यपालक निदेशक, राज्य स्वास्थ्य समिति, बिहार के अनुमोदनोपरान्त राज्य स्वास्थ्य समिति, बिहार के अन्तर्गत "Establishment of Integrated 104 call centre for Ambulance Services, Grievance Redressal and Health Helpline" हेतु दिनांक- 08.02.2014 को विभिन्न समाचार पत्रों में प्रकाशित Expression of Interest (EOI) के संदर्भ में दिनांक-14.02.2014 को अपराह्न 3 बजे Pre-Bid Meeting आयोजित की गई, जिसमें गठित तकनीकी समिति के निम्नलिखित सदस्य उपस्थित हुए :-

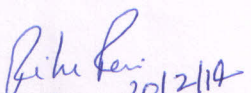
1. डा० ए० के० शाही, राज्य कार्यक्रम पदाधिकारी, राज्य स्वास्थ्य समिति, बिहार
2. अरविन्द कुमार, सिस्टम एनालिस्ट-सह-डाटा ऑफिसर, राज्य स्वास्थ्य समिति, बिहार
3. अतुल वर्मा, प्रभारी डाटा सेंटर, राज्य स्वास्थ्य समिति, बिहार
4. श्री संदीप कुमार, Consultant-PPP, बी-टास्ट, पटना
5. श्रीमती रितु राय, क्षेत्रीय अनुश्रवण एवं मूल्यांकन पदाधिकारी, क्षेत्रीय कार्यक्रम प्रबंधन इकाई, पटना

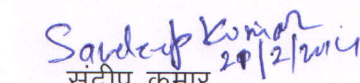
नोट - इस Pre-Bid Meeting में संजय कुमार, संयुक्त सचिव, स्वास्थ्य विभाग, बिहार सरकार उपस्थित नहीं हो पायें। साथ ही साथ NIC, पटना से भी कोई प्रतिनिधि उपस्थित नहीं हो पायें। Beltron के प्रतिनिधि के स्थान पर अनुमोदनोपरान्त B-TAST, Patna के प्रतिनिधि ने भाग लिया।

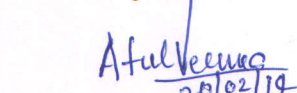
इस Pre-Bid Meeting में डीलरों/सप्लायरों/कम्पनी के 15 प्रतिनिधियों ने भाग लिया, जिसकी उपस्थिति पंजी इस कार्यवाई के साथ अनुलग्नित है।

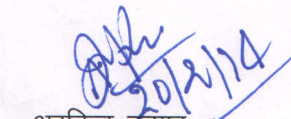
इस बैठक में Expression of Interest (EOI) में दिये गये Eligibility Criteria एवं Scope of Work पर डीलरों/सप्लायरों/कम्पनी के प्रतिनिधियों के साथ तकनीकी कमिटी की वार्ता हुई। तकनीकी कमिटी के द्वारा सभी डीलरों/सप्लायरों/कम्पनी के प्रतिनिधियों को निदेश दिया गया कि वे अपनी Queries को राज्य स्वास्थ्य समिति, बिहार को Email के माध्यम से दो दिनों के अंदर भेज देंगे।

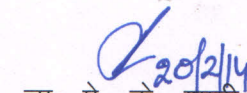
तकनीकी कमिटी ने डीलरों/सप्लायरों/कम्पनी के प्रतिनिधियों के द्वारा भेजे गये Queries का विश्लेषण कर Eligibility Criteria में जो भी बदलाव की अनुशंसा करती है, इस कार्यवाई के साथ अनुलग्नित है।


रितु राय
RME, RPMU, Patna


संदीप कुमार
PPP Consultant, B-TAST


अतुल वर्मा
I/c Data Centre, SHSB


अरविन्द कुमार
सिस्टम एनालिस्ट-सह
डाटा पदाधिकारी,
रा.स्वा.समिति, बिहार


डा० ए० के० शाही
SPO, SHSB, Patna

संजय कुमार
संयुक्त सचिव, स्वा. विभाग, बिहार

State Health Society, Bihar
Department of Health, Govt. of Bihar

Corrigendum – Regarding EOI For “Establishment of Integrated 104 call centre for Ambulance Services, Grievance Redressal and Health Helpline”

Sl. No.	Eligibility Criteria existing	Corrigendum
1.	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	The Bidder can be a Company or a Registered Society or Proprietorship firm (Registered) or a Consortium of Companies (Bidding Consortium) with one of the Companies acting as the Lead Member of the Bidding Consortium. The bidder (all bidders in case of consortium) 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 by bidder (all bidders in case of consortium) with the application. 2 member Consortium (including Lead Bidder) is allowed .
2	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	The Bidder (or Lead Bidder in case of a Consortium) must be having a registered office with legal presence in India and with a minimum average annual turnover of INR 1 Crores (Rupees One crore) from IT business for the preceding 3 financial years ended with 31st March 2013 (as per the Audited Balance Sheets and Income statements). The bidder must attach audited accounts and a turnover certificate duly certified by Chartered Accountant for last three years as supporting documents
3	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	Bidder (or 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

Rishi Kumar

[Signature]

Atul Kumar

[Signature]

[Signature]

4		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
5		The BIDDER (all Bidders in case of a Consortium) shall have valid Service tax registration certificate and Permanent Account Number (PAN) issued by income Tax department. (Copy of each registration certificate should be provided).
6		Bidder (or Lead Bidder in case of a Consortium) should either have local presence in Bihar or agree to setup local office within one month of award of contract
7		Bidder (or Lead Bidder in case of a Consortium) will have the responsibility of all kind of maintenance and support of equipment, software etc specified in this project.
8	Proposal should contain a comprehensive solution document consisting of the Approach & Methodology (maximum 5 pages),	Proposal should contain a comprehensive solution document consisting of the Approach & Methodology, Call Center Design , Hardware Sizing etc (Maximum 30 pages font Georgia; Size 11)
9	New	<ol style="list-style-type: none"> 1. Power of Attorney for Lead Member of Consortium (format enclosed) 2. Affidavit certifying that Entity/Promoter(s) / Director(s)/Members of Entity are not Blacklisted (On a Stamp Paper of relevant value) (format enclosed)

Rishi Kaur

[Signature]

[Signature]

[Signature]

[Signature]

252.

Power of Attorney for Lead Bidder:

Format for Power of Attorney for Lead Member of Consortium

(On a Stamp Paper of relevant value)

Power of Attorney

Whereas the State Health Society, Government of Bihar (GoB) has invited applications from interested parties for Integrated 104 Call Centre project in Bihar..

Whereas, the members of the Consortium are interested in bidding for the Project and implementing the Project in accordance with the terms and conditions of the Request for Proposal (RFP) Document and other connected documents in respect of the Project, and

Whereas, it is necessary under the RFP Document for the members of the Consortium to designate the Lead Member with all necessary power and authority to do for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium's bid for the Project who, acting jointly, would have all necessary power and authority to do all acts, deeds and things on behalf of the Consortium, as may be necessary in connection with the Consortium's bid for the Project.

NOW THIS POWER OF ATTORNEY WITNESSETH THAT;

We, M/s. _____ (M/s _____ (Member (s)) (the respective names and addresses of the registered office) having formed a bidding consortium named _____ (insert name of the consortium) (hereinafter called as consortium), vide the consortium agreement dated _____ (copy enclosed) as approved by the Board of Directors of each member and having mutually agreed to appoint M/s _____ as the lead member of the said consortium, as our duly constituted lawful attorney hereinafter called the lead to do on behalf of the Consortium, all or any of the lawful acts, deeds or things as necessary or incidental to the Consortium's bid for the Project, including submission of application/proposal, participating in conferences, responding to queries, submission of information/ documents and generally to represent the Consortium in all its dealings with the Department, any other Government Organization or any person, in connection with the Project until culmination of the process of bidding and thereafter in the event of the Consortium being selected as successful bidder, this Power of Attorney shall remain valid and binding and irrevocable till the Agreement period as is entered into with State Health Society, Government of Bihar (GoB) and the Consortium.

We hereby agree to ratify all acts, deeds and things lawfully done by Lead Member, our said attorney, pursuant to this Power of Attorney and that all acts deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us/Consortium and shall be binding till the Agreement period on all members individually and collectively.

Dated this the _____ day of 20 __
(Executants)

Note: The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and the same should be under common seal affixed in accordance with the required procedure

Bihar Govt.

[Signature]

A. K. Sharma

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[Signature]

Format for Affidavit

Format for Affidavit certifying that Entity/Promoter(s) / Director(s)/Members of Entity are not Blacklisted (On a Stamp Paper of relevant value)

Affidavit

I, M/s..... (Sole Applicant / Lead Member / Member/Affiliate), (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter(s) /director(s) are not barred by State Health Society Govt. of Bihar/ or any other entity of GoB or blacklisted by any state government or central government / department / organization in India from participating in Project/s, either individually or as member of a Consortium as on the _____ (Date of Signing of Application).

We further confirm that we are aware that, our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period and the amounts paid till date shall stand forfeited without further intimation.

Dated this Day of..... , 20.

Name of the
Applicant

.....
Signature of the
Authorized Person

Name of the
Authorized Person

Note:

*To be executed separately by all the Members in case of Consortium.
All the other clauses remain same.*

Rishi Kaur

[Signature]

Ashwini

[Signature]