



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



## NOTICE INVITING TENDER

### Inviting Companies / Agencies for Establishing & Operating State Data Centre.

#### **Project Description –**

State Health Society, Bihar is implementing the National Health Mission (NHM) to carry out necessary correction in the basic health care delivery system. The Goal of the Mission is to improve the availability of and access to quality health care by people, especially for those residing in rural areas. As part of its overall mandate of ensuring accessibility to good quality health care, a State Data Centre has to be established and run with IT infrastructure and HR for collecting/ Compiling/Reporting Health data on daily / weekly / fortnightly / monthly basis as per requirement of State Health Society, Bihar / Health Department, GoB as well as doing communication with Divisions/Districts/Blocks through FAX/Phone/Emails/etc. with view to strengthening Monitoring and Supervision of all health services rendered at facilities.

Tenders are invited from interested Companies/Agencies for “**Establishing & Operating State Data Centre**” at State Health Society, Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-14.

#### **Project Facilities-**

The Service Provider will provide/install/run the following facilities in the State Data Centre :-

- 1) **Programmer-1(One),**  
*Graduate Degree in Computer Application / Computer Science / IT and at least 2 years of experience in .Net programming and SQL Server database management.*
- 2) **Supervisor-2 (Two),**  
*Graduate Degree with diploma in computer / IT and at least 2 years of experience with excellent knowledge of Microsoft Office and good communication skills.*
- 3) **Computer Opreators-12 (Ten),**  
*Intermediate with at least six month certificate course in computer / IT and at least 1 year experience in English & Hindi computer typing with good knowledge of Microsoft Office and good communication skills.*
- 4) **Laptop- 3 (Three)**
- 5) **Computers with UPS -12 (Twelve),**  
*Minimum requirement:- Intel i5 processor, 500 GB HDD, 2 GB RAM, 18.5" TFT Monitor with license version of Windows OS and MS Office.*
- 6) **Necessary software as per requirement of State Health Society, Bihar for reporting purposes.**
- 7) **Laser Printers with Scanner, Fax & Photo Copy Facility -2 (Two),**
- 8) **Fax Machine with Auto Sending & Receiving Facility -1 (One),**
- 9) **Telephone connection and Internet ( Broadband connection) – 12 (Twelve),**
- 10) **All necessary furniture, accessories, LAN, Electric cabling etc for establishing and running the Data Centre. Note : Only Location and Electric Supply will be provided by State Health Society, Bihar**

#### **Project Scope-**

- ❖ Data Centre will collect compile and generate all/required information related to Health Programs which are being implemented under National Health Mission (NHM) on Daily, Weekly, Fortnightly, and Monthly and as per need basis. Besides, the Data Centre will also collect, compile and generate reports of the programmes being implemented by Directorate of Health Services/ Department of Health as and when required. The State Health Society, Bihar is also collecting online information through Health Management Information System (HMIS) from district and below district level. Data centre needs to develop formats for collection of data which are not being collected under Health Management Information System (HMIS). This has to be done mainly to avoid duplication in data collection.
- ❖ Monitoring of online Grievance Redressal System.
- ❖ To capture performance of AYUSH doctor posted at APHC (Recording & Entry of basic and regular data i.e. Human resource and day to day activities) online.
- ❖ Capturing attendance of Medical Personnel from PHC to State

- ❖ Compilation of Rural Health Statistics (RHS) of Bihar State.
- ❖ Monitoring and Supervision of Mother & Child records being uploaded in MCTS.
- ❖ Capacity building of State & Divisional, District and Block level Data Centre staff.
- ❖ Data Centre will collect and compile all such reports as per need *within* timeline.
- ❖ Fax, Email letters to concern offices in the Entire State.
- ❖ Submission of concise report to Officers at various levels in the State.
- ❖ Necessary software has to design and develop by the Service Provider in consultation with State Health Society, Bihar to capture the required data / information online /offline.

### Eligibility Criteria:

1. The Service Provider should be a registered entity having minimum three years of experience in Information Technology Services / Data Entry work / Data related work.
2. The average annual turnover of the Service Provider for last three financial years shall not be less than Rs.25 lacs.

### Submission Requirements:-

Tenders in one large envelope marked as “Tender for Establishing & Operating State Data Centre, SHSB” enclosing two separate sealed envelopes:

- 1) **Envelope ‘A’** marked with “Technical Bid for **Establishing & Operating State Data Centre, SHSB**”
- 2) **Envelope ‘B’** marked with “Financial Bid for **Establishing & Operating State Data Centre, SHSB**”

### Technical Bid marked as Cover ‘A’ should contain following documents:

1. Photocopy of Registration Certificate (If company then under Indian Companies Act 1956, if NGO then under Societies Registration Act, 1860, if Partnership firm then under Partnership Act, 1932)
2. Photocopy of PAN No.
3. Photocopy of Service Tax registration No.
4. Photocopy of Experience Certificates (Documentary proof to be provided).
5. Photocopy of Income Tax Return of last three Assessment Years 2015-16, 2014-15 and 2013-14
6. Notarized affidavit of not being blacklisted by any agency / authority of the state/central government.
7. Audited Financial Statement along with Audit report of last three Financial Years 2014-15, 2013-14 and 2012-13.
8. **Demand Draft of Rs. 50,000/-** (Rupees Fifty Thousand Only, refundable), as Earnest Money, in favour of State Health Society, Bihar.

**Financial Bids of only those Bidders, who qualify in the technical bid, will be opened.**

### Financial Bid, marked as Cover ‘B’:

Financial bid should be given in the format below:

Sl.No	Particulars	Rate inclusive of all taxes	
		(in figure)	(in Words)
1.	<b>Total Monthly Charges for Establishing &amp; Operating State Data Centre.</b>		

### \*Note

- TDS shall be deducted at prescribed norms on the payable amount.

### Terms & Conditions-

- 1) The Service Provider shall establish State Data Centre providing facilities mentioned in the **Project Facilities** above and shall make it functional within 30 days of entering into agreement with the State Health Society, Bihar.
- 2) Service Provider will procure necessary equipment like computers, fax, phone, scanner, Modem, Telephone etc for the State Data Centre and retain ownership of the same. Furniture and equipment would be installed by the

- Service Provider at their own cost. Ownership status for all movable assets created by the Service Provider will remain with the Service Provider.
- 3) The Service Provider will recruit qualified staff as per the qualification and experience mention under project facilities and pay not less than Rs.12,000/-, Rs. 10,000/- and Rs. 8,000/- for Programmer, Supervisor and Computer Operator respectively ( inclusive of all taxes).
  - 4) State Health Society, Bihar will provide only rent-free space and free electricity for the Service Provider to set-up and run the State Data Centre. All other expenditure (including monthly telephone Bills, Printer Cartridge, Paper etc.) will be borne by the Service Provider.
  - 5) Service Provider will be responsible for maintenance and security of all furniture's and equipments installed by them at State Data Centre.
  - 6) The State Data Centre shall function on all working days (including Saturdays) during office hours of the office of State Health Society, Bihar. As per need, the State Data Centre will also run on Holiday in case of any Natural Disaster and critical health issues.
  - 7) The profile of the qualified personnel hired by the Service Provider not being an employee of the State Health Society, Bihar but however be approved by State Health Society, Bihar.
  - 8) Service Provider will maintain cleanliness and maintenance of premises given to them. Service Provider would be responsible for the security of the State Data Centre.
  - 9) Service Provider will coordinate with In-charge Data Centre, State Health Society, Bihar relating to operational activities relating to data generation on day to day basis.
  - 10) Service Provider will maintain transparency in all financial transaction.
  - 11) The working of the State Data Centre shall be reviewed every one month by State Health Society, Bihar.
  - 12) The agreement will be initially for 2 year and likely to be extended for another one year on satisfactory performance subject to any further terms if at all needed.
  - 13) The State Health Society, Bihar reserves the right to terminate the agreement by giving one month notice if the performance of Service Provider is found not satisfactory or the agency fails to abide by the terms and condition of the agreement.
  - 14) Selected agency if withdrawn or fails to sign the agreement within stipulated time, the earnest money so deposited will be forfeited.
  - 15) The awarded Service provider will be required to submit a bank guarantee of 10% of the annual contract value in favour of State Health Society, Bihar which will be valid for 24 months from the date of signing of agreement. Bank Guarantee will serve as performance guarantee and will be returned within 2 month of end of contract.
  - 16) 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 2 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 imposed by State Health Society, Bihar and shall be deducted from the Bill.
  - 17) In case of the failure of the Private firm to make the facility functional within the stipulated timeframe, the offer may be withdrawn at the discretion of the State Health Society, Bihar.
  - 18) Service provider will maintain transparency in payment to their employees.
  - 19) 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.

## **Submission of Tender –**

The pre-bid meeting has been organized on **10<sup>th</sup> December, 2015 At 3 PM** in office of SHSB. The Tender may reach the office of the undersigned by **21<sup>th</sup> December, 2015 by 3 PM** through Registered post/ Speed Post in the office of **Executive Director, State Health Society, Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-14**. Tender received after this time, would not be entertained. The Tender will be opened on, **21<sup>th</sup> December, 2015 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 Tender 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 tender /all tender without assigning any reason at any point of time. For all enquiries the interested bidders may contact concerned Officer Mr. Kaushal Kumar, I/c Data Centre, State Health Society, Bihar Tel no. 0612-2281545 during office hours ( 10:00 AM to 6 PM) on all working days.

**Jitendra Srivastava, IAS**  
Executive Director