



CORRIGENDUM

1. This is regarding the NIT issued on 02/02/2016 for outsourcing of Centralized Call Centre and Operation and Management of Fleet of Ambulances in Bihar in leading newspaper and uploaded on State Health Society, Bihar website. As per NIT, pre-bid meeting with interested was held at 15:00 Hrs. on 11/02/2016 in the Conference Room of State Health Society, Bihar for discussion on issued NIT.
2. The attendance sheet of interested bidders present in the meeting is attached at **Annexure – I**.
3. In response to queries raised during pre-bid meeting and submitted online as well, the technical committee after due consideration recommends following **amendments** in RFP:

| Sl. No. | RFP reference | As published in RFP | <u>AMENDMENTS</u> as Recommended by Technical Committee |
|---------|------------------------|---|--|
| i. | Clause 14.7 Page 15 | The total bill shall be released by DHS within 21 days of every month upon submission of invoice with requisite documents. The service provider should ensure timely submission of bills at designated office with requisite documents. | The total bill shall be released by DHS within 21 days of every month upon submission of invoice with requisite documents. The service provider should ensure timely submission of bills at designated office with requisite documents. In case the payment is delayed beyond 21 days after receipt of claims with relevant documentary evidence as accepted by the concerned official, a nominal interest of 4% (per annum) shall be paid to the service provider on the admitted bill amount from expiry of mandated 21 days period till the actual date of receipt of payment by the service provider. |

4. In response to queries raised during pre-bid meeting and submitted online as well, the technical committee issues following **clarification** with respect to RFP:

| Sl. No. | RFP reference | As published in RFP | <u>CLARIFICATION</u> with respect to RFP |
|---------|-----------------------|---|--|
| i. | Clause 4.i Page 23 | The Client shall facilitate the service provider in getting the designated toll free number. However, the bills raised against the toll free number shall be paid by the service provider | 108 will be used as toll free number. However this clause will remain. |

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| ii. | Clause 6.1 Page 13 | The Service Provider shall be responsible for insuring all the vehicle, equipment, furniture, etc. for accident, theft, damage, burglary etc. | The Service Provider shall be responsible for insuring all the vehicle, equipment, furniture, etc. for accident, theft, damage, burglary etc. The service provider will have to get new insurance of the vehicle done on as-is-where-is basis. The service provider shall be responsible for insurance claims and negotiation with the insurance company and legal proceeding/ implication, if any during the agreement period. |
| iii. | Page 31 | Note: The equipment and drugs are stocked in Ambulances. However, the selected service provider may have to replenish/ install/ procure any equipment or drug if not available in any of the vehicles. | Ambulances shall be handed over with the equipments fitted on as-is-where-is basis. The selected service provider is to assess the availability of equipment and its functionality at the time of handing over and accordingly replenish/ replace the same at their own cost. Drugs are to be supplied by the selected service provider at their own cost. |
| iv. | Chapter IV Point 6 | The management cost quoted by bidder shall necessarily include all statutory and legal entitlements due to every employee of service provider. | The selected service provider will have to follow the Minimum Wages rule and provisions of Labour Act during contract period. Also, the selected service provider will have to reconcile wages payment, CPF, EPF, ESIC, insurance payment, etc. for employees at the time of submission of bills on quarterly basis to both SHS/ DHS. Duty hours of the employees should be governed by applicable laws and Acts of the Government. |

5. NEFT details for transfer of amount to SHSB as EMD are as:

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|------------------|-------------------|
| Name of Account: | SHSB-NRHM-A |
| Account Number: | 20244462130 |
| Name of Bank: | Allahabad Bank |
| Branch: | Sheikhpura, Patna |
| IFSC Code: | ALLA0211134 |

Bidders are free to submit their EMD in form of Bank Draft or Bank Guarantee or NEFT transaction. In case of NEFT, receipts to be attached with bid documents.

6. **Last date for submission of bids is extended to 16:00 hrs on 21/03/2016.** All bids received by due date shall be opened at 17:00 hrs on same day.
7. The address for submission of bids is:
Executive Director
State Health Society, Bihar
Parivar Kalyan Bhawan
Sheikhpura, Patna – 800014
8. All changes/ modifications in RFP as above are binding to all bidders.
9. Other terms and conditions of the RFP shall remain the same.