

State Health Society, Bihar

Invitation of objection over Technical Evaluation report of Tender for Outsourcing of Centralized Call Centre and Operation and Management of Fleet of Ambulances & Mortuary Vans in Bihar

S.No	Document/Activity	M/s. Topslime Life Response Services Pvt. Ltd., Delhi	M/s. GVK EMRI, Secunderabad	Consortium of Pashupatinath Distributors Pvt. Ltd. & Sammaan Foundation		M/s. Hyper Sascom Ltd. Patna
		Bidder 1 Pashupatinath Distributors	Bidder 2 Sammaan Foundation			
1	Tender fees of INR 10,000 in form of DD/BG in favour of the ED, SHSB	Yes DD No. 023770 dt. 05.08.2016 (Axis Bank)	Yes DD No. 018331 dt. 13.07.2016 (Axis Bank)	Yes DD No. 755187 dt. 03.08.2016 (Union Bank of India)	Yes D.D. No. 355519 dated 08.08.2016 of Canara Bank	Yes
2	EMD enclosed of Rs. 35 lakhs, and in form of Demand Draft or Bank Guarantee	Yes Submitted in form of Demand Draft DD No. 023773 dt. 05.08.2016 (Axis Bank)	Yes Submitted in form of Bank Guarantee Bank Guarantee No. 0381516 BG 0000072 dt. 12.07.2016 (Central Bank of India)	Yes Submitted in form of Bank Guarantee BG No: 52960, IGL: 0001416 dt. 04.08.2016	Yes Submitted in form of Bank Guarantee (Canara Bank dt. 06 Jun 16) - Bank guarantee number not mentioned. - Date of stamp affixed dated 06 Jun 2016, which is before the date of tender publish	Yes
3	Tender Form as per Form-A of Chapter-V given in the Tender Document.	Yes	Yes	Yes	Yes	Yes
4	Bidder information form as per the format given in the RFP, as per Form B	Yes The bidder is in business of ERS, such as medical emergencies, intrusion, physical attack, etc. Two ambulance services: Life Brigade (4 vehicle), Life Patrol (bikes), 24*7 control centre Panel doctors' on payroll Client includes: SCHIL, Mahindra & Mahindra and BPCL. Supporting documents for SHCIL - Work order (27 May 2016) for covering its employees under Topline 1252 ERS in Mumbai	Yes The bidder is in business of emergency management system, operational mobile units, 104 helpline services etc, in different states, with over 10 years of experience in operations of 10,000+ ambulances in 15 states Andhra Pradesh, Telangana, Gujarat, Uttarakhand, Goa, Tamilnadu, Karnataka, Assam, Meghalaya, Madhyapradesh, Chhattisgarh, Himachal Pradesh, Dardar Nagar Haveli etc. The bidder has given the details of 15 states government as client reference list to supplant its claim.	Yes The consortium partner Pashupatinath Distributors is in business of liquor business since 1992. (lead bidder)	Yes The consortium partner Sammaan Foundation is a Not for Profit company founded under Indian Companies Act 1956. It is working in social development sector since 2007. In 2013 the foundation has diversified to health services by operationalisation of 44 ALSAs and 50 Mortuary vans and Mobile Medical Unit with centralized call centre 1099 for SHSB. (associate bidder)	Yes
5	Affidavit Sworn before Public Notary / Executive Magistrate, regarding blacklisting and pending criminal/vigilance case, as per ITB 4.1 ©	Yes	Yes	Yes	Yes	Yes

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6	Power of Attorney in favour of signatory of Tender Documents	Yes Power of Attorney issued on 100 stamps paper by Ramesh R. Aair, Director of Topline Life Response Services Private Ltd. In favour of Rajneesh Atri, Sr. GM, Business Head, Govt. Project, Delhi on 01.08.2016.	Yes Power of Attorney in favour of Chandan Dutta, Lead Partner by K. Krishnan Raju, Director Incharge. K. Krishnan Raju authorised by meeting of Governing board of GVK on 26.07.2011	Yes 1. Power of Attorney issued in favour of Mr. Irfan Alam, Director Sammaan Foundation by Director of Pashupatinath Distributors Pvt. Ltd. Dated 05.08.2016 along with a copy of board of director resolution dated 05.08.2016 submitted. 2. Power of Attorney issued by Director Sammaan Foundation and copy of resolution of board of director proceeding submitted.	As per MoA, M.D. is empowered to enter in agreement. M.D. himself has signed the bid so this clause is not applicable
7	Certificate of Incorporation/ Registration of the bidder and Consortium partner(s) (as the case may be).	Yes No. U74920MH2007 etc. 169605 Year 2007-08 submitted by the bidder.	Yes The company has registered under Andhra Pradesh societies registration act 2001. Society registration no. 187/2005 dated 07.02.2005.	Yes Certificate of incorporation (for change of name) of no. 03-04772 dated 28.07.2003 and Certificate of incorporation 3-04772, 1991-92 issued by registrar of companies Bihar along with MOA submitted.	Yes Certificate of incorporation n corporate ID No. U73200GJ2007NPLO50147/20 06-07 issued by Assistant Registrar of Companies Gujarat on 05.03.2007 along with MOA submitted.
8	Letter of Association from all Consortium Partners, if any, to associate with the prime bidder (as the case may be) issued on their letter head with seal and sign, and notarised with applicable stamp fee.	N.A.	N.A.	Yes M/s. Pashupatinath Distributors (Lead bidder) and M/s. Sammaan Foundation (Associate bidder)	N.A.

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			<p>10 K + ambulances 500+ seated call centres. The bidder has submitted experience in Form C of 14 States with details of MoU, As per MOU. Name, No. of Amb. Agree. Period. 1) Guj. 550 (Agreement for 10 years with agreement dt. 29.08.07) 2) Tamil Nadu 385 (Initially for 5 years from the signing date of MoU viz 06.05.2008 and renewed the MoU again on 31.07.13n for 5 years) 3) Assam 280 08.07.08 to 07.07.18 4) M.P. 700 25.11.07 to 24.11.17</p>	<p>According to Form 'C' and Experience certificate submitted, Consortium of M/s. Pashupatinath Distributors Pvt. Ltd. and M/s. Sammaan Foundation have been operating and managing 44 ALS ambulance and 50 Mortuary vans in all the 38 districts and 6 Medical Colleges & Hospitals and 20 seater Call Centre with Toll Free No. '1099' in Bihar since October 2013.</p>	<p>As per Affidavit - 128 BLSA - 8 ALSA - 30 seater call centre As per documents submitted - 44 BLSA - 8 ALSA - 15 seater call centre Narayan Medical College & Hospital (31/5/2013 - 29/5/2015) - 14 ambulances -> Sir Ganga Ram Hospital (4/4/2013 - 8/4/2015) -> 30 BLSAs and 8 ALSA in Sir Ganga Ram. The document supporting above claim suggests operation of 14 BLS ambulances in NMCH between 31 May 2013 to 31 May 2015 30 BLSAs & 8 ALSAs in Sir Ganga Ram Hospital between 4 April 2013 to 2 April 2015. The documents submitted for call centre suggests operationalization of 15 seater (+20%) call centre for Air India Express reservation system. Authenticity of all the documents presented by the bidder appears to be doubtful.</p>
9	<p>Experience of Operating and managing at least 100 BLSA or 40 ALSA supported by a Call Centre of at least 20 seats for any one of the last 3 Financial years (Form-'C')</p>	<p>- 30 life brigadier ambulance (4 wheelers) - 30 life patrols (motor cycle ambulances) Call centre existing, but size not declared</p>	<p>The bidder has submitted certificate from :- State, No. of Amb. Call centre Seat. 1) A.P. 802 100 seater, 2) Guj. 550 90 seater 3) Uttarhand 139 24 seater 4) Goa 34 15 seater 5) Tamil Nadu 754 85 seater 6) Karnataka 711 74 seater 7) Assam 284 54 seater 8) Meghalaya 47 28 seater 9) M.P. 606 49 seater 10) H.P. 196 24 seater 11) Chattisgarh 240 25 seater 12) U.P. 988 100 seater 13) Rajasthan 741 45 seater 14) Dadra N. Haveli Not given</p>		
10	<p>Experience / Performance Statement as per format given in the RFP</p>	<p>Yes The bidder provides emergency services on subscription basis The bidder is providing services since Sep 2004</p>	<p>Yes Govt. of A.P. & Telangana, Gujarat, Uttarakhnad, Goa, Tamilnadu, Karnataka, Assam, Meghalaya, M.P, H.P, Chattisgarh, Daman & Diu, U.P and Rajasthan</p>	<p>Yes SHS Bihar - DHS Patna</p>	<p>The document supporting above claim suggest operation of 14 BLS ambulances in NMCH between 31 May 2013 to 31 May 2015. In Sir Ganga Ram Hospital 30 BLSAs & 8 ALSAs between 4 April 2013 to 2 April 2015. The documents submitted for call centre suggests operationalization of 15 seater (+20%) call centre for Air India Express reservation system. Authenticity of all the documents presented by the bidder appears to be doubtful.</p>
11	<p>Self attested copy of PAN card of bidder/ all consortium partner</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>
12	<p>Self attested copy of Audited Annual Report</p>	<p>2012-13 2013-14 2014-15</p>	<p>Yes Yes Yes</p>	<p>Yes Yes Yes</p>	<p>Yes Yes Yes</p>

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Total combined turnover more than 30 Crores during the last three Financial Years, with not less than 5 crore in any of these years. In case of consortium, none of the members contributing less than 26% of this amount. (Rs. in Crore)	2012-13	Bid in name of "Topline Life Response Services Pvt. Ltd." but Audit report submitted in the name of "TOPS Security Limited"	Rs. 421.25 Crore		Rs. 17.02 Crore Bidder 1: 14.66 Crore Bidder 2: 2.36 Crore	Rs. 8.66 Crore
	2013-14		Rs. 594.36 Crore		Rs. 22.07 Crore Bidder 1: 17.65 Crore Bidder 2: 4.42 Crore	Rs. 10.33 Crore
	2014-15		Rs. 757.88 Crore		Rs. 31.62 Crore Bidder 1: Rs. 23.37 Crore Bidder 2: Rs. 8.25 Crore	Rs. 11.62 Crore
	Total		Rs. 1773.49 Crore		Rs. 70.71 Crore Bidder 1: Rs. 55.68 Crore Bidder 2: Rs. 15.03 Crore	Rs. 30.61 Crore
Income Tax Return for last three Assessment Years	2013-14	Yes	Yes	Yes	Copy of ITR submitted for all three assessment year have same e-filing acknowledgement number: 186189921030616.	
	2014-15	Yes	Yes	Yes		
	2015-16	Yes	Yes	Yes		
REMARKS	the experience requirement: 30 life brigadier ambulance (4 wheelers), and 30 life patrols (motor cycle ambulances) against the requirement of 100 BLSAs or 40 ALSAs 2. Call centre existence declared by the size is not declared (against the eligibility requirement of atleast 20 seater call centre. 3. Audit report received in the name of "TOPS Security Limited" (Parent Company) and Bid received in name of "Topline Life Response Services Pvt.		1. Earnest Money Deposit - Bank guarantee number not mentioned. - Date of stamp affixed dated 06 Jun 2016, which is before the date of tender publish 2. Operations Experience: Authenticity of all the documents including BG, Experience certificate & ITR presented by the bidder appears to be doubtful.			

Committee member unanimously resolved that the comparative sheet can be uploaded on the SHS website for invitation of objection if any, over above observation made by the committee. Thereafter the committee shall take final decision.

(Sh. Gautrav Kumar)
Dy. Director MCH
State Health Society, Bihar

(Sh. Anil Kumar Srivastava)
Finance Manager
State Health Society, Bihar

(Sh. Sudhir Kumar)
Sr. Dy. Collector – cum-
I/c. Referral Transport

(Sh. Manoj Singh)
Administrative Officer
State Health Society, Bihar

(Dr. R.D. Khatun)
Director in Chief (Nursing)
Deptt. of Health, Govt. of Bihar