

STATE HEALTH SOCIETY, BIHAR




Pariwar Kalyan Bhawan, Sheikhpura, Patna-14

GOVERNMENT OF BIHAR
DEPARTMENT OF HEALTH

Important Information regarding Cancellation of Notice Inviting Tender
[e-tender (NIT) Reference No.:-1/SHSB/PPP (104 call centre)/2018 PR No. 12004 (NI.Ni.) 2018-19]

Notice Inviting Tender for selection of agency for establishment of 20 seater comprehensive and integrated 104 Call Centre for public health grievance, health helpline and medical advice in Bihar.

It is being informed to all concerned that the "Notice Inviting Tender for selection of agency for establishment of 20 seater comprehensive and integrated 104 Call Centre for public health grievance, health helpline and medical advice in Bihar" advertised in different newspapers by PR No. 12004 (NI.Ni.) 2018-19 is hereby cancelled as only one Bidder technically qualified.


Executive Director
State Health Society, Bihar

Proceedings of the Technical Committee meeting on 29th January, 2019 for selection of agency for establishment of 20 seater comprehensive and integrated 104 Call Centre for public health grievance, health helpline and medical advice in Bihar.

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With reference to the Notice Inviting Tender (NIT) Reference No.- 1/SHSB/PPP (104 call centre)/2018 (PR No. 12004 (N.I.Ni.) 2018-19) for selection of agency for establishment of 20 seater comprehensive and integrated 104 Call Centre for public health grievance, health helpline and medical advice in Bihar, published in leading newspapers and uploaded on the website, "<https://www.eproc.bihar.gov.in/BELTRON>", the technical committee meeting was held on 29th January, 2019, in the Conference Hall of the State Health Society, Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-14.

1. The following members of the Technical Committee were present in the Pre-Bid meeting:

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| (i) Dr. R. D. Ranjan Director-in-chief, Health services, Bihar | - Chairman |
| (ii) Shri Khalid Arshad, Administrative Officer (AO), State Health Society, Bihar | - Member |
| (iii) Shri Ravish Kishore, Deputy Secretary-Cum-1/c 104 Call Centre, State Health Society, Bihar | - Member |
| (iv) Shri Anil Kumar Srivastava, Finance Manager, State Health Society, Bihar | - Member |
| (v) (On behalf of Shri Kishore Kumar Sinha, Additional Director – Finance, SHSB) | |
| (vi) Shri Arvind Kumar, System Analyst-Cum- Data Officer, SHSB | - Member |
| (vii) Shri Kaushal Kumar, Data Officer, SHSB | - Member Secretary |
| (viii) Shri Neeraj Kumar, Representative of SRU | - Member |
| (ix) Shri Ajit Kumar Singh, Representative of SRU | - Member |

2. The comparative chart of the Bids submitted is annexed as annexure- 'A' with this minutes of meeting. Only one bidder (M/s Piramal Swasthya Management and Research Institute) out of the 4 bidders, who had applied for this tender, is found eligible. The reasons for non-eligibility of other bidders are mentioned below:

2.1 M/s CYBER FUTURISTICS INDIA PVT LTD - EMD in shape of Demand Draft (Physically) not submitted in State Health Society, Bihar within timeline.

2.2 M/s Ziqitza Health Care Limited – The bidder failed to provide Audited balance sheet & P&L account details of FY-2017-18. The documents submitted by the bidder could not clearly validate its turnover in call centre/ BPO/KPO operation as per the eligibility criteria. The bidder submitted the Authorisation letter (Annexure 2) on Rs.500/- non judicial stamp as required on Rs.1000/-.

2.3 M/s Tatwa Technologies Ltd– The bidder has not uploaded ITR of AY-2018-19. The documents submitted by the bidder could not clearly validate its experience of implementing and running atleast one (1) call centre (inbound or outbound or both) with minimum ten (10) seats in the last three years FY 2015-16, FY 2016-17 & FY 2017-18, as Health Helpline, as per the eligibility criteria. The documents submitted by the bidder could not clearly validate its turnover in call centre/ BPO/KPO operation as per the eligibility criteria. The bidder submitted the Authorisation letter (Annexure 2) on company letter pad where as it is required on non-judicial stamp of Rs.1000/-.

3. During evaluation of tender document, eligibility criteria mentioned in section 4: ELIGIBILITY CRITERIA Sl. No.-2 (The Bidder must have an average annual turnover of not less than INR 5 Crores, from call centre/Business Process Outsourcing (BPO)/Knowledge Process Outsourcing (KPO) operations in each of the last three financial years FY 15-16, FY 16-17 & FY 17-18, as evidenced by the audited accounts of the company) is difficult to evaluate and maximum bidder



fails to provide documentary proof to validate it. Hence the committee recommends, to revise this criteria to gross turnover instead of call centre/Business Process Outsourcing (BPO)/Knowledge Process Outsourcing (KPO) operations.

4. Since, only one bidder qualified technical eligibility criteria for the financial bids to be opened, it was unanimously decided by the technical committee to cancel the existing tender (Notice Inviting Tender (NIT) Reference No.- 1/SHSB/PPP (104 call centre)/2018 (PR No. 12004 (NI.Ni.) 2018-19). Also, it is recommended to publish the fresh tender again.


07/02/19

Shri Ajit Kumar Singh,
Representative of NHSRC


07/02/19

Shri Neeraj Kumar,
Representative of SRU


07/02/19

Shri Kaushal Kumar,
Data Officer, SHSB


07/02/19

Shri Arvind Kumar,
System Analyst-Cum-DO, SHSB


07/02/19

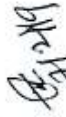
Shri Anil Kumar Srivastava,
Finance Manager, SHSB


07/02/19

Shri Ravish Kishore,
Deputy Secretary
-Cum-I/c 104 Call Centre, SHSB


07/02/19

Shri Khalid Hashad,
Administrative Officer, SHSB


07/02/19

Dr. R. D. Ranjan
Director-in-chief,
Health services, Bihar