



# राज्य स्वास्थ्य समिति, बिहार

An ISO 9001:2008 Certified Agency



**Request for Proposal (RFP) for selection of agency for establishment of 20-seater comprehensive & integrated, 104 call centre for public health grievance, health helpline and medical advice in Bihar**

**e-Tender (NIT) Reference No: 11/SHSB/PPP (104 CALL CENTRE)/2018-19**

1. The State Health Society, Bihar (SHSB), Patna intends to select agency via e-tendering for establishment of 20-seater comprehensive & integrated "104 call centre" for public health grievance, health helpline and medical advice in the state of Bihar, and invites bids from eligible organisations, in providing the services as mentioned in this Request for Proposal (RFP).
2. The Agency shall be responsible for financing, design, build, equip, operate, maintain and manage & transfer, of comprehensive & integrated 104 call centre for public health Grievance, health helpline and medical advice in Bihar for the State Health Society, Bihar (SHSB), Patna.
3. To participate in the e-tendering process, the bidder/agency are required to get themselves registered with Bihar Government Centralized e-Procurement portal, i.e., <https://www.eproc.bihar.gov.in/BELTRON>, shall contact the helpdesk at the following address, "e-Procurement HELP DESK, 1<sup>st</sup> Floor, M/22, Bank of India Building, Road No. 25, Shree Krishna Nagar, Patna- 800001, Phone No. 0612 – 2523006, Mob. No 7542028164 (Timings: Every Day from 08:00 AM to 08:00 PM) or may visit the link "Vendor Info" at [www.eproc.bihar.gov.in/BELTRON](http://www.eproc.bihar.gov.in/BELTRON) and also inform this to SHSB.

**4. Schedule of Events:**

Sno.	Event Description	Timeline
5.1	Last Date & time for downloading the RFP	Till 15/04/2019 (Monday) up to 05:00 PM, on the e-Procurement Portal ( <a href="http://www.eproc.bihar.gov.in/BELTRON">www.eproc.bihar.gov.in/BELTRON</a> ).
5.2	Last date & time for submission (upload) of online bidding document.	16/04/2019 (Tuesday) till 05:00 PM, on the e-Procurement Portal ( <a href="http://www.eproc.bihar.gov.in/BELTRON">www.eproc.bihar.gov.in/BELTRON</a> )
5.3	Last date & time for submission of EMD in Hard (Physical) copies (Offline mode)	25/04/2019 (Thursday) by 05:00 PM, to the "Executive Director, State Health Society, Bihar (SHSB), Pariwar Kalyan Bhawan, Sheikhpura, Patna – 800014"
5.4	Time, Date of opening of Technical Bid	26/04/2019 (Friday) at 11:00 AM, on the e-Procurement Portal ( <a href="http://www.eproc.bihar.gov.in/BELTRON">www.eproc.bihar.gov.in/BELTRON</a> ).
5.5	Time, Date of opening of Financial Bid	To be announced later on the e-Procurement Portal ( <a href="http://www.eproc.bihar.gov.in/BELTRON">www.eproc.bihar.gov.in/BELTRON</a> ).

Note: -

- (i) Interested tenderers may obtain further information about this Notice Inviting Tender (NIT) from the office of the State Health Society, Bihar (SHSB).
  - (ii) No tender will be accepted after closing date and time in any circumstances.
5. Tenderer may also download the tender documents (complete set of the document is available on website) from the e-procurement portal (<https://www.eproc.bihar.gov.in/BELTRON>) and submit its tender by using the downloaded document.

*[Signature]*

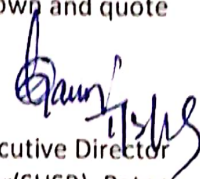
6. The tender(s) shall be accompanied by **Earnest Money Deposit (EMD) of 5,00,000/- (Five Lakhs only)** in the shape of Demand Draft (DD) from any Schedule Bank in favour of State Health Society, Bihar (SHSB) payable at Patna. All tenders must be accompanied by EMD as mentioned. It may be noted that no bidder is exempt from deposit of EMD. Tenders without EMD shall be summarily rejected.
7. Tender processing fee (TPF) amount for the sum of Rs.1,180/- (One thousand one hundred and eighty rupees) to be paid by the bidder through e-Payment mode (i.e., NEFT – RTGS, Internet Banking, Credit/Debit Card) only, to the agency empanelled by Government of Bihar for centralized e-procurement.
8. The technical and financial bids must be submitted through e-Procurement Portal ([www.eproc.bihar.gov.in/BELTRON](http://www.eproc.bihar.gov.in/BELTRON)) on or before the date and time specified in the NIT. The SHSB does not take any responsibility for the delay/ Non-submission of tender/ Non-reconciliation of online payment caused due to non-availability of internet connection, Network Traffic/Holidays or any other reason.
9. The bidders shall submit their eligibility and qualification details, certificates as mentioned in the tender document, in the online standard formats given in e-Procurement Portal (<https://www.eproc.bihar.gov.in/BELTRON>) at the respective stage(s) only.
10. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria/ technical bids and other certificate / documents in the e-Procurement Portal (<https://www.eproc.bihar.gov.in/BELTRON>).
11. The Bid shall be submitted online and in physical form as mentioned below: -
- |                                 |   |
|---------------------------------|---|
| (1) Earnest Money Deposit (EMD) | Physical (Offline Mode)<br>Note: EMD should not have issued on a date later than the last date for submission of online bidding document, i.e., <b>16/04/2019 (Tuesday)</b> |
| (2) Technical Bid               | Online (Cover – Technical Stage)  |
| (3) Financial Bid               | Online (Cover – Cost Bid Stage)   |
12. The technical bids will be opened (in e-mode/online) on the date **26/04/2019 (Friday) at 11:00 AM**. In the event of any of the above-mentioned day being declared a holiday/closed day for the State Health Society, Bihar (SHSB), the bids will be received/opened in the next working day at the scheduled time.
13. The hard (Physical) copy of the Earnest Money Deposit (EMD), should be sent to the Executive Director, State Health Society, Bihar, PariwarKalyanBhawan, Sheikhpura, Patna – 800014, by registered post/speed post or by hand. It must reach the above said address on or before the closing date & time indicated in **Clause 4** above, failing which the tenders will be treated as late tender would be summarily rejected.
14. In the event of any of the above-mentioned dates being declared as a holiday/ closed day for the State Health Society, Bihar, the tenders /EMD will be received/opened on the next working date at the scheduled time.
15. The SHSB reserves the right to accept or reject any or all tender or change the terms and conditions of the RFP or cancel the RFP without assigning any reasons at any stage and time.
16. For any further clarification, regarding the contents of the RFP document, please contact the following officers during office hours from 09:30 AM to 06:00 PM:  
(i) Shri Ravish Kishore, BAS, Deputy Secretary(DS), SHSB – 9473197729  
(ii) ShriKaushal Kumar, Data Officer, SHSB – 9470003008  
OrE-mail: [dataofficershsb@gmail.com](mailto:dataofficershsb@gmail.com)
17. All further, notifications/amendments (if any), shall be posted on [www.eproc.bihar.gov.in/BELTRON](http://www.eproc.bihar.gov.in/BELTRON). No separate communication shall be made to individual bidders.

**Disclaimer:** Please note, in the "Estimated value box" on the e-procurement portal

*[Signature]*



(<https://www.eproc.bihar.gov.in/BELTRON>), "Zero" has been mentioned, by State Health Society, Bihar (SHSB). The actual value of the project depends on the L1 rate decided by this tender and therefore due to this, it has been mentioned "Zero". However, the bidders will be required to do financial estimations on their own and quote the bids based on the terms and conditions mentioned in the tender document.



Executive Director

State Health Society, Bihar (SHSB), Patna