

Proceedings of the Technical Committee meeting held on 26<sup>th</sup> April, 2019, 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.

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With reference to the Notice Inviting Tender (NIT) Reference No.- 11/ SHSB/PPP(104 Call Centre)/2018-19 (PR.No.: 18760 (Ni.Ni.) 2018-19) 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, published in leading newspapers and uploaded on the website, "<https://www.eproc.bihar.gov.in/BELTRON>", the technical committee meeting was held on 26th April, 2019, in the Conference Hall of the State Health Society, Bihar(SHSB), Pariwar Kalyan Bhawan, Sheikhpura, Patna.

1. The following members of the Technical Committee were present in the technical committee meeting:

- (i) Dr. R. D. Ranjan Director-in-chief, Health services, Bihar
  - (ii) Shri Khalid Arshad, Administrative Officer , State Health Society, Bihar
  - (iii) Shri Ravish Kishore, Deputy Secretary-Cum-I/c 104 Call Centre, State Health Society, Bihar
  - (iv) Shri Kishore Kumar Sinha, Additional Director-Finance , State Health Society, Bihar
  - (v) Shri Vidhya Nand Chaudhary, Regional Health Officer, MoHFW, Gol,Patna  
(On behalf of Dr. Kailash Kumar, Regional Director, RHO, MoHFW, Gol,Patna)
  - (vi) Shri Arvind Kumar, System Analyst-Cum- Data Officer , SHSB
  - (vii) Shri Kaushal Kumar, Data Officer, SHSB
  - (viii) Shri Manish Kapoor, Representative of SRU
- Chairman
  - Member
  - Member
  - Member
  - Member
  - Member Secretary
  - Member

2. Three bids (via e-Tendering) were received, for the tender. The technical committee has evaluated the bids on the basis of eligibility criteria mentioned in the tender documents (The comparative chart of the bids is annexed as Annexure-'A') and recommends as follows:

2.1 Two bidders have technically qualified namely:

- 2.1.1 Piramal Swasthya Management and Research Institute and
- 2.1.2. Zigitza Health Care Pvt. Ltd.

2.2 Remaining one bidder did not qualify technically as per eligibility criteria of tender. The reasons of non-qualifying are mentioned below:

- 2.2.1 **CYFUTURE PRIVATE LIMITED:** The documents submitted by the bidder could not 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.

2.3 Since, 2 bidders have qualified the technical eligibility criteria, the financial bids may be opened. Hence, technical committee recommends opening of financial bid submitted via e-Tendering.

Shri Manish Kapoor,  
Representative of SRU

18/06/19

Shri Kishore Kumar Sinha, AD-Finance,  
State Health Society, Bihar

18/06/19  
Shri Ravish Kishore, Deputy Secretary  
-Cum-I/c 104 Call Centre, SHSB

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Shri Kaushal Kumar,  
Data Officer, SHSB

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

Shri Vidhya Nand Chaudhary, RHO,  
(Representative of Dr. Kailash Kumar)  
MoHFW, Gol,Patna

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