

Proceeding of Pre-bid Meeting of Technical Committee held with interested bidders on 24.06.2019 at 03:00 P.M. for selection of service providers for establishing Data Management Units (DMUs) for providing data entry, analysis and management services in Government Healthcare facilities and health department offices, in all 38 districts in the state of Bihar.

With reference to the **Notice Inviting Tender (NIT) Reference No.: - 2/SHSB/PPP(DATA MANAGEMENT UNIT (DMU))/2019-20** published in different newspapers by PR No. - 02667 (Ni.Ni) 2019-20 and uploaded on the website “ <http://www.eproc.bihar.gov.in/BELTRON> ”, for selection of service providers for establishing Data Management Units (DMUs) for providing data entry, analysis and management services in Government Healthcare facilities and health department offices, in all 38 districts in the state of Bihar, the Pre- Bid meeting was held at **03:00 PM** on **24.06.2019** 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 Pre-bid Meeting: -
 - i. Shri Khalid Arshad, Administrative Officer (AO), State Health Society, Bihar Member
 - ii. Shri Kishore Kumar Sinha, Additional Director – Finance, State Health Society, Bihar Member
 - iii. Shri Ravish Kishore, Dy. Secretary-cum-I/c Sanjeevani, State Health Society, Bihar Member Secretary
 - iv. Dr. V. N. Chaudhary, Dy. Director, ROHFW, Gol, Patna Member
(On behalf of Dr. Kailash Kumar, Regional Director, ROHFW, Gol, Patna)
 - v. Shri Arvind Kumar, System Analyst-Cum-Data Officer, SHS, Bihar Member
 - vi. Shri Dushyant Kumar, CA, Representative of SRU, Patna Member

Note:- Attendance Sheet enclosed.

2. The officer/employee/representative of the following interested bidders participated in the Pre-bid meeting:

Sno	Name of the Organization
1	Urmila International Services Private Limited, Patna
2	Emdee Digitronics Pvt. Ltd, Kolkata
3	MKS Enterprises, Patna
4	Neveach Tech, Kolkata
5	IOTAS Solutions Pvt. Ltd., Ranchi
6	E-Connect Solutions Pvt. Ltd., Udaipur

Sno	Name of the Organization
7	Alankit Limited, Delhi
8	SISL Infotech, Delhi
9	Vee Technology, Bangalore
10	Genius Infotech, Kolkata
11	Infosystems and Solutions, Patna
12	SIS India, Patna
13	Lumaxi Techno, Patna
14	JSC Services, Patna
15	Assure Online Solutions Pvt. Ltd, Patna
16	Kumsha Computer and Services, Patna
17	APPK Entreprises, Patna
18	Raushan Entreprises, Patna
19	M2C Private Solutions, Patna
20	Sparrow Softech Pvt. Ltd., Ranchi
21	Khagaul Data Solutions Pvt. Ltd, Patna
22	Multi Vision, Patna
23	PSTPL, Patna

3. In response to the queries, raised during the Pre-bid meeting and submitted via email and post, the Technical Committee after due consideration, decides to the following Clarifications/Recommendations in the RFP:

S. No.	Request by the bidder	Reference in the Tender Document	Relevant clause as published in the Tender	Clarifications/ Recommendations of the Technical Committee
1	Allow proprietorship firm/partnership firms/LLP agencies to participate in the tender	Point No. I, Clause 2, Section V: Eligibility Criteria, Page 19 of 38	The bidder should be an established entity under Companies Act 1956/2013.	(THE BIDDERS REQUEST IS NOT ACCEPTABLE)
2	Reducing/ removing the amount of the paid-up capital.	Point No. II, Clause 2, Section V: Eligibility Criteria, Page 19 of 38	The bidder must have minimum average turnover of Rs. 15 crores (Fifteen crore rupees), in the last three financial years (FY 2015-16, 2016-17 and 2017-18), and must have min. paid up capital of 3 crore (certified by the statutory auditor) as evidenced by the audited accounts of the bidder.	As per Corrigendum
3	Replacing the financial requirements	Point No. II, Clause 2, Section V: Eligibility Criteria, Page 19 of 38	The bidder must have minimum average turnover of Rs. 15 crores (Fifteen crore rupees), in the last three financial years (FY 2015-16, 2016-17 and 2017-18), and must have min. paid up capital of 3 crore (certified by the statutory auditor) as evidenced by the audited accounts of the bidder.	Since, the audited balance sheet and Profit and Loss account statement (P&L) won't be available for the FY 2018-19, therefore, the financial years shall remain the same. (THE BIDDERS REQUEST IS NOT ACCEPTABLE)

S. No.	Request by the bidder	Reference in the Tender Document	Relevant clause as published in the Tender	Clarifications/ Recommendations of the Technical Committee
4	Renaming the term “data entry operators /computer operators” as “Resources from IT manpower resource services”	Point No. 8, Sub-Clause 9.7, Clause 9, Section II: Instructions to Bidders (ITB), Page 9 of 38 And Point No. IV, Clause 2, Section V: Eligibility Criteria, Page 19 of 38	The bidder must have experience of providing minimum 500 data entry operators/ computer operators (per annum) to Government (Central or state) sector /PSUs in any 3 of the last five financial years (2014-15, 2015-16, 2016-17, 2017-18 and 2018-19)	<p>The bidder must have experience of providing minimum 500 data entry operators/ computer operators (per annum) to Government (Central or state) sector /PSUs in any 3 of the last five financial years (2014-15, 2015-16, 2016-17, 2017-18 and 2018-19).The term Computer Operator (CO)/DEO/IT Assistant/Executive Assistant, etc. whose nature of work is similar to the Data Entry Operator (DEO), may be considered on the basis of the document(s) submitted by the agency/bidder. The decision of the SHSB as to whether the assignment is similar or not and whether the bidders possess adequate experience or not, shall be final and binding on the bidders.</p> <p>(THE CLARIFICATION AS ABOVE IS RECOMMENDED)</p>
5	Change (Increase/decrease or revise) the count of data entry operators/ Computer Operators or change the	Point No. 8, Sub-Clause 9.7, Clause 9, Section II: Instructions to Bidders (ITB), Page 9 of 38 And	The bidder must have experience of providing minimum 500 data entry operators/ computer operators (per annum) to Government (Central or state) sector /PSUs in any 3 of the last five financial years (2014-15, 2015-16, 2016-17, 2017-18 and 2018-19)	<p>(THE BIDDERS REQUEST IS NOT ACCEPTABLE)</p>

S. No.	Request by the bidder	Reference in the Tender Document	Relevant clause as published in the Tender	Clarifications/ Recommendations of the Technical Committee
	criteria	Point No. IV, Clause 2, Section V: Eligibility Criteria, Page 19 of 38		
6	Add copy of Electronic Challan receipt (ECR) for the manpower	Point No. 8, Sub-Clause 9.7, Clause 9, Section II: Instructions to Bidders (ITB), Page 9 of 38 And Point No. IV, Clause 2, Section V: Eligibility Criteria, Page 19 of 38	Copy of the work order(s) and experience certificate(s) from the client(s). The work order(s) and experience certificate(s) should clearly indicate the services being provided by the agency and the count of the manpower along with duration (Data Entry Operator/computer operators) deployed by the agency.	Copy of the work order(s) and experience certificate(s) from the client(s). The work order(s) and experience certificate(s) should clearly indicate the services being provided by the agency and the count of the manpower along with duration (Data Entry Operator/computer operators) deployed by the agency. <u>The agency/bidder shall also be providing Electronic Challan receipt (ECR) for ESI and EPF, for 500 employees, in each of the respective years, for which it has submitted documents (Work order(s) and experience certificate(s)), to prove that they are complying to ESI and EPF standard norms.</u> <u>(THE AMENDMENT AS ABOVE IS RECOMMENDED)</u>

S. No.	Request by the bidder	Reference in the Tender Document	Relevant clause as published in the Tender	Clarifications/ Recommendations of the Technical Committee
7	Extending the timelines for start of the services	Sub-clause 8.1, Clause 8, Section VI – Terms and Conditions, Page 24 of 38	The service provider shall establish the Data Management Units (DMUs) and recruit and depute the data entry operators (DEOs) with the required equipment, in full conformity to the contract, across....., within 45 days from the date of signing the contract with the SHSB/DHS.DMUs mentioned in Annexure 7.	(THE BIDDERS REQUEST IS NOT ACCEPTABLE)
8	Extending the timelines for replacement of DEOs	Clause 9, Section - IV: Scope of Work, Page 15 of 38	If any Data Entry Operator (DEO) in a DMU is not found fit for the work, the SHSB/DHS shall communicate this to the agency and it will be the responsibility of the agency to replace the concerned data entry operator within 3 days.	(THE BIDDERS REQUEST IS NOT ACCEPTABLE)
9	Revising the technical specifications of the Laptop/Computer	Point No. 2, Clause 6, Section-IV, Scope of Work, Page 14 of 38	Laptop/Computer (Minimum requirement: Intel i5 processor, 1 TB HDD, 4GB RAM, TFT Monitor, with UPS) with licence version of Windows 10 OS (or above as per need) and MS Office 2010 or above, with web camera and biometric device.	(THE BIDDERS REQUEST IS NOT ACCEPTABLE)

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10	Amend the requirements for Bio-metric device	<p>Point (b), Clause 4, Section -I: Notice Inviting Tenders, Page 2 of 38</p> <p>And Point (b) Clause 2, Section-IV, Scope of Work, Page 14 of 38</p> <p>And Point 2, Clause 6, Section-IV, Scope of Work, Page 14 of 38</p> <p>Etc.</p>	Laptop/Computer set (Monitor, CPU, Keyboard and Mouse & Un-Interrupted Power Services (UPS) with web camera and Bio-metric device,	<p>Laptop/Computer set (Monitor, CPU, Keyboard and Mouse & Un-Interrupted Power Services (UPS) with web camera and Bio-metric device (UIDAI certified registered Device).</p> <p><u>(THE CLARIFICATION AS ABOVE IS RECOMMENDED)</u></p>
11	Relationship Manager at State level	Clause 7, Section-IV: Scope of the Work, Page 15 of 38	The selected agency should allocate at least 1 (One) Relationship Manager dedicated for Services at each district, within 15 days of the signing of the agreement, which would be the Specific Point of Contact (SPC) for the DHS, and other Government Healthcare facilities and health department offices in the district regarding DMU. The Relationship Manager shall visit the premises of the government owned health facilities and health department offices to review the DMU services rendered and ensure that DEOs on duty are alert, vigilant, and record	(THE BIDDERS REQUEST IS NOT ACCEPTABLE)

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			<p>observations and should apprise the same to concerned officials of the government owned health facilities and submit the report of the same, to government owned health facility and DHS. The Relationship Manager shall ensure his/her presence at short notice when required by the DHS/Health Department offices/Health facilities. No additional charges shall be paid for the Relationship Manager(s) appointed by the service provider.</p>	
12	<p>Who will retaining ownership of the IT equipments after the completion of the contract</p>	<p>Clause 15, Section-IV: Scope of the Work, Page 15 of 38</p>	<p>The agency or bidder shall mandatorily provide IT equipment's to all the Data Management Units(DMUs) established in Government Healthcare facilities and health department offices within the district, a Laptop/ Computer set (Monitor, CPU, Keyboard and Mouse & Un-interrupted Power Services(UPS)) with web camera and Biometric device, a laser jet printer, scanner cum copier (preferably a single machine) along and shall also provide internet connectivity (speed of minimum 2 Mbps) to all the supplied laptops/desktop computers through provisioning of data cards for internet access.</p>	<p>All the IT equipment provided so, may be retained by the service provider after the completion of the contract.</p> <p><u>(THE CLARIFICATION AS ABOVE IS RECOMMENDED).</u></p>
13	<p>In case of a takeover, request to please consider the company financial as</p>	<p>Sub-clause (II) and (IV), Clause 2, Page 19 of 38</p>		<p>Credentials of a company previously registered under other than Companies Act may be taken into consideration subject to submission of Memorandum and Article of Association (MoA and AoA) by the agency/bidder, as per the rules and</p>

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	<p>well as technical credentials of previous entity. As per Honourable Supreme Court in the case of New Horizon Ltd. And Anr. Vs. Union of India and ors., reported in (1995) 1 SCC 478. Documents enclosed.</p>			<p>regulation of the Companies Act 1956/2013 (<i>as amended time to time</i>) , which have to be submitted along with the registration certificate on the e-procurement portal.</p> <p><u>(THE CLARIFICATION AS ABOVE IS RECOMMENDED).</u></p>