राज्य स्वास्थ्य समिति, बिहार

CORRIGENDUM-3

1. With reference to the Notice Inviting Tender (NIT) Reference No.: - 01/SHSB/PPP(Ambulance)/2022-23 for selection of agency for operationalization and management of fleet of Ambulances & Mortuary Vans through integrated centralized Call Centre in the state of Bihar under Public Private Partnership (PPP) Mode), published in leading newspapers bearing PR. 0032 (Ni.Ni.) 2022-23 and uploaded on the website "*http://www.eproc.bihar.gov.in/BELTRON*", the Pre-Bid meeting was held on **18/04/2022** at **1:00 PM**.

2. In response to queries raised during pre-bid meeting/ submitted online, the technical committee after due consideration decides to the following amendments in the NIT:

Sl. No	NIT Reference	As Published in NIT	Amendment
2.1	Page No.4, Clause no. 8, Section-I	The tender shall be accompanied by Earnest Money Deposit (EMD) of **Rs. 9 Crore** (Nine Crore Rupees only) in the shape of Demand Draft/Bank Guarantee from any Schedule Bank in favour of State Health Society, Bihar payable at Patna. All Tenders must be accompanied by EMD as mentioned above. No bidder is exempted from submitting of EMD as mentioned in the tender document. Tenders without EMD shall be summarily rejected.	The tender shall be accompanied by Earnest Money Deposit (EMD) of **Rs. 9 Crore** (Nine Crore Rupees only) in the shape of Demand Draft/Bank Guarantee from any Schedule Bank in favour of State Health Society, Bihar payable at Patna. All Tenders must be accompanied by EMD as mentioned above. No bidder is exempted from submitting of EMD as mentioned in the tender document. Tenders without EMD shall be summarily rejected. It shall be submitted in offline (Physical form) only, as per the terms and conditions mentioned in this document. EMD should not have been issued on a date later than the last date for submission of online bidding document. The Bank details for furnishing the Bank Guarantee are as under: Name of Account: SHSB-NRHM-B-NRHM-ADDITIONALITIES Account Number: 20244387933 Bank Name: INDIAN BANK Branch: P.O.B.V. COLLEGE SHEIKHPURA IFSC Code: IDIB000P615
	Page no. 8, Clause no. 8.1, Section-II	The tender shall be accompanied by Earnest Money Deposit (EMD) of **Rs.9 Crore** (Nine Crore rupees only) in the shape of Demand Draft (DD)/Bank Guarantee (BG) from any Schedule Bank in favour of State Health Society, Bihar payable at Patna. All Tenders must be accompanied by EMD as mentioned above. No bidder is exempted from submitting of EMD as mentioned in the tender document. Tenders without EMD shall be summarily rejected. It shall be submitted in offline (Physical form) only, as per the terms and conditions mentioned in this document. EMD should not have been issued on a date later than the last date for submission of online bidding document.	

Sl. No	NIT Reference	As Published in NIT	Amendment
2.2	Page No.13, Clause no. 8.2, Section-III	The final selection of the agency/bidder shall be as per the Quality and Cost Based Selection (QCBS) method. The Technical evaluation of the bidders, shall have a weightage of the 70% and the financial evaluation shall have 30% weightage, respectively, the contract shall be awarded to the bidder/agency whose combined score is the highest, subject to all the conditions as laid down in the tender document, provided the bidder meets the eligibility criteria as per **Section V.**	The final selection of the agency shall be as per the Least Cost Selection (LCS) method. The "Total Management Cost' from the financial bid shall be used for financial evaluation, and the contract will be awarded to the bidder/service provider who offers the lowest financial bid as discovered from this tender, subject to all the conditions as laid down in the tender document, provided the bidder meets the eligibility criteria as per **Section V.**
2.3	Page No.13-14, Clause no. 8.3, Section-III	Technical Score, Financial Score and Combined Score will be calculated as mentioned below: .....declared selected.	This clause bearing the calculation of Technical Score, Financial Score and Combined Score stands deleted.
2.4	Page No.13, Clause no. 8.4, Section-III	In case, the selected bidder denies or fails to honour the contract agreement /Letter of Intent (LoI), the SHSB shall be at the freedom to negotiate with the bidder, with the next highest Combined Technical & Financial Score CTFS2, and CTFS3,....(in this order), responsive bidders to enter into an agreement with the SHSB, for providing services at a rate which is lower between quoted rate of CTFS1 and CTFS2 or CTFS1 and CTFS3, ... (in this order).	In case, the L1 bidder denies/fails to honour the contract/Letter of Intent (LoI), the SHSB shall be at freedom to negotiate with L2, L3.... (in this order) responsive bidders with their consent to enter into an agreement with the SHSB, to execute the work(s) as per requirement at L1 rate and for said denial/failure if any, the EMD of the concerned selected bidder will be forfeited. Further, if L1 is quoted by multiple bidders for the said work(s), then the bidder with the highest turnover shall be declared selected.
2.5	Page No.16, Clause no. 2.4, Section-IV	State is procuring 1000 nos. of new Ambulances and 39 Mortuary Vans, which will be added to the fleet by the month of March 2022. These new procured ambulances will replace the existing fleet of ambulance(s) which will get condemned as per condemnation policy of Finance Department, Government of Bihar.	State is procuring 1000 nos. of new Ambulances and 39 Mortuary Vans, which will be likely to be added to the fleet by the month of July 2022. These new procured ambulances will replace the existing fleet of ambulance(s) which will get condemned as per condemnation policy of Finance Department, Government of Bihar.

Sl. No	NIT Reference	As Published in NIT	Amendment
2.6	Page No.17, Clause no. 4.6, Section-IV	The Agency shall be required to provide following brand-new air-conditioned vehicles (not more than 3 months old) on hired basis for the fleet during the currency of the contract as per below schedule: Type of Vehicle: BLSA (Medium sized ambulances, like- Force Traveller, Tata Winger, Ford, Mahindra & Mahindra etc.) Within 30 Days of Contract Agreement: 150 nos. Within 60 Days of Contract Agreement: 100 nos. Type of Vehicle: BLSA (Small-sized ambulances, like- Maruti Eeco, Tata, Force, Ford, Mahindra & Mahindra etc.) Within 30 Days of Contract Agreement: 220 nos. Within 60 Days of Contract Agreement: 230 nos. Type of Vehicle: Mortuary Van (Medium-sized vans like- Tata Winger, Force Traveller, Mahindra & Mahindra, Ford etc.) Within 30 Days of Contract Agreement: 30 nos. Within 60 Days of Contract Agreement: 27 nos. Total **Within 30 Days of Contract Agreement: 400 nos.** **Within 60 Days of Contract Agreement: 357 nos.**	The Agency shall be required to provide following brand-new air-conditioned vehicles (not more than 3 months old) on hired basis for the fleet during the currency of the contract as per below schedule: Type of Vehicle: BLSA (Medium sized ambulances, like- Force Traveller, Tata Winger, Ford, Mahindra & Mahindra etc.) Within 60 Days of Contract Agreement: 150 nos. Within 90 Days of Contract Agreement: 100 nos. Type of Vehicle: BLSA (Small-sized ambulances, like- Maruti Eeco, Tata, Force, Ford, Mahindra & Mahindra etc.) Within 60 Days of Contract Agreement: 220 nos. Within 90 Days of Contract Agreement: 230 nos. Type of Vehicle: Mortuary Van (Medium-sized vans like- Tata Winger, Force Traveller, Mahindra & Mahindra, Ford etc.) Within 60 Days of Contract Agreement: 30 nos. Within 90 Days of Contract Agreement: 27 nos. Total **Within 60 Days of Contract Agreement: 400 nos.** **Within 90 Days of Contract Agreement: 357 nos.**
2.7	Page No.19, Clause no. 5.11, Section-IV	The Agency shall ensure call back to every unattended missed call within 120 second of receipt of call	The Agency shall ensure call back to every unattended missed call within 180 second of receipt of call.

Sl. No	NIT Reference	As Published in NIT	Amendment
2.8	Page No.27, Clause no. 2.3, Section-V	The bidder (***in case of sole bidder***) must have experience in Operations and Management of at least **750 Ambulances *(BLS Ambulances and minimum 50 ALS Ambulances)*** supported by a Call Centre of atleast **75 seats** in Public or Private Sector during last 3 years i.e FY 2018-19, FY 2019-20 & FY 2020-21. ***In case of consortium***, the lead partner in the consortium must have experience in Operations and Management of at least **450 Ambulances *(BLS Ambulances and minimum 30 ALS Ambulances)*** supported by a Call Centre of atleast **45 seats** in Public or Private Sector during last 3 years i.e FY 2018-19, FY 2019-20 & FY 2020-21, while other partner must have experience in Operations and Management of at least **200 Ambulances *(BLS Ambulances and minimum 15 ALS Ambulances)*** supported by a Call Centre of atleast **25 seats** in Public or Private Sector during last 3 years i.e FY 2018-19, FY 2019-20 & FY 2020-21. However, the consortium members jointly must have the experience in Operations and Management of at least **750 Ambulances *(BLS Ambulances and minimum 50 ALS Ambulances)*** supported by a Call Centre of atleast **75 seats** in Public or Private Sector during last 3 years i.e FY 2018-19, FY 2019-20 & FY 2020-21.	The bidder (***in case of sole bidder***) must have experience in Operations and Management of at least **750 Ambulances *(BLS Ambulances and minimum 40 ALS Ambulances)*** supported by a Call Centre of atleast **50 seats** in Public Sector during last 3 years i.e FY 2018-19, FY 2019-20 & FY 2020-21. ***In the case of a consortium***, both partners must have the experience in the operation and management of ambulance services, the partners must have a cumulative experience in operating and managing the ambulatory service **of at least 750 Ambulances (BLS Ambulances and minimum of 40 ALS Ambulances) supported by a Call Centre of atleast 50 seats in Public Sector during last 3 years i.e FY 2018-19, FY 2019-20 & FY 2020-21. However, the lead partner must have experience in operating and managing atleast 600 Ambulances *(BLS Ambulances and minimum of 30 ALS Ambulances)* supported by a Call Centre of atleast 40 seats in the Public Sector during last 3 years i.e. FY 2018-19, FY 2019-20 & FY 2020-21.**
2.9	Page No.27, Clause no. 2.4, Section-V	The bidder/agency *(Sole Bidder or for Consortium shall mean any of the Partners including the Lead Partner)* has its own Training Centre or a valid agreement with a training centre for training of Emergency Medical Technician (EMT) recognised by National Skill Development Corporation (NSDC) /Indian Government University/ International Accreditation Body.	The bidder/agency *(Sole Bidder or for Consortium shall mean any of the Partners including the Lead Partner)* has its own Training Centre or a valid agreement with a training centre for training of Emergency Medical Technician (EMT) recognised by National Skill Development Corporation (NSDC) /Indian Government University/ an approved International Training Centre for ALS/ BLS/ ITLS/ ALSO/ Life support certification course.
2.10	Page No. 28, Clause no. 5, Section-V	The Technical Evaluation Parameters and Scoring Methodology based on which evaluation of technical proposals of the bidders shall be carried out by Tender Evaluation Committee appointed by the SHSB to compute the technical marks as specified below: .....full filled.	This Clause bearing the details of Technical Evaluation Parameters and Scoring Methodology stands deleted. Least Cost Selection methodology shall be used for the selection of agency.

Sl. No	NIT Reference	As Published in NIT	Amendment
2.11	Page No. 29, Clause no. 6, Section-V	The Financial bids of only technically qualified bidders will be opened and considered for Combined Technical & Financial Score (CTFS) evaluation where the technical evaluation of the bidders, shall have a weightage of the 70% and the financial evaluation shall have 30% weightage respectively.	The Financial bids of only technically qualified bidders will be opened, and the bidder quoting the lowest **'Total Management Cost'** will be selected as the L1 bidder for operationalization and management of fleet of Ambulances & Mortuary Van through integrated centralised Call centre in state of Bihar.
2.12	Page No. 29, Clause no. 7, Section-V	Method for calculating Technical Score, Financial Score and Combined Technical & Financial Score (CTFS) is mentioned in Clause 8.3 under Section-III of this tender document.	This clause stands deleted.
2.13	Page No. 29, Clause no. 8, Section-V	The bidder securing the highest Combined Technical & Financial Score (CTFS) score shall be considered as the selected bidder/agency for operationalization and management of fleet of Ambulances & Mortuary Van through integrated centralised Call centre in state of Bihar.	This clause stands deleted.
2.14	Page no. 34, Clause no. 9.1.a Section- VI	The selected service provider is required to start the services in full conformity to the contract, as per the given timeline: **For Ambulances provided by the SHSB:** Within 30 days of signing of contract/date of hand-over of ambulances to the Agency. Failure to do so, from 31st day to 60th day, the service provider shall be levied INR 10,000 per non-operational ambulance, for delay of every 30 days, to be appropriated from the monthly invoices submitted by the service provider.	The selected service provider is required to start the services in full conformity to the contract, as per the given timeline: **For Ambulances provided by the SHSB:** Within **60 days** of signing of contract/date of hand-over of ambulances to the Agency.
2.15	Page No.52, Annexure-G Section-VIII	**Declaration by Bidder** I, M/s....., (the names and addresses of the registered office) hereby certify and confirm that.....bidding document.	The first para of Annexure-G may be read as: "I, M/s....., (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter(s) / director(s) are not blacklisted/barred/convicted by any court of law for any criminal or civil offences/declared as defaulter or ineligible by State Health Society Bihar/MC&H/BMSICL or any other entity of GoB or any entity of state government or Govt. of India, or any local self-government body or public undertaking in India for participating in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices for Ambulance Services, as on last date for submission (upload) of online bidding document." Remaining terms & conditions in the Annexure shall remain same.

Sl. No	NIT Reference	As Published in NIT	Amendment
2.16	Page No.67, Annexure-P, Para-2, Section-VIII	The Financial bids of only technically qualified bidders shall be opened and considered for Combined Technical & Financial Score (CTFS) evaluation where the Technical evaluation of the bidders, shall have a weightage of the 70% and the financial evaluation shall have 30% weightage respectively.	The Financial bids of only technically qualified bidders shall be opened, and the bidder quoting the lowest **'Total Management Cost'** will be selected as the L1 bidder for operationalization and management of fleet of Ambulances & Mortuary Van through integrated centralised Call centre in state of Bihar.
2.17	Page No.67, Annexure-P, Para-3, Section-VIII	The bidder securing the highest Combined Technical & Financial Score (CTFS) score shall be considered as the selected bidder/agency for operationalization and management of fleet of Ambulances & Mortuary Van through integrated centralised Call centre in state of Bihar.	This clause stands deleted.
2.18	Page No.67, Annexure-P, Para-5, Section-VIII	In case, the selected bidder denies or fails to honour the contract agreement /Letter of Intent (LoI), the SHSB shall be at the freedom to negotiate with the bidder, with the next highest Combined Technical & Financial Score CTFS2, and CTFS3,....(in this order), responsive bidders to enter into an agreement with the SHSB, for providing services at a rate which is lower between quoted rate of CTFS1 and CTFS2 or CTFS1 and CTFS3, ... (in this order).	In case L-1 bidder denies/ fails to honour the contract/ LoI, fails to provide services within prescribed timeframe, the authority shall be at freedom to negotiate with L2, L3 (in this order) responsive bidders (L3 if L2 denies), with their consent to enter into an agreement with the authority to provide services at the rates offered to L1 bidder.

3. the schedule of events for the tender stands changed as follows:

Sl. No.	NIT Reference	As Published in NIT	Previous Amended Timeline	New Timeline
3.1	Page No. 3 Clause 6.1, Section-I: Notice Inviting Tender	Time of downloading the Tender	Till 23/05/2022 (Monday) up to 05:00 PM, on the e-Procurement Portal (https:// www.eproc.bihar.gov.in/BELTRON).	Till 06/06/2022 (Monday) up to 05:00 PM, on the e-Procurement Portal (https:// www.eproc.bihar.gov.in/BELTRON).
3.2	Page No. 3 Clause 6.2, Section-I: Notice Inviting Tender	Last date & time for submission (upload) of online bidding document.	Till 24/05/2022 (Tuesday) up to 05:00 PM, on the e-Procurement Portal (https:// www.eproc.bihar.gov.in/BELTRON)	Till 07/06 /2022 (Tuesday) up to 05:00 PM, on the e-Procurement Portal (https:// www.eproc.bihar.gov.in/BELTRON)
3.3	Page no 3 Clause 6.3, Section-I: Notice Inviting Tender	Last date & time for submission of EMD and Tender Cost in Hard (Physical) Copies (Offline Mode)	30/05/2022 (Monday) by 05:00 PM, to "The Executive Director (ED), State Health Society, Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-800014"	11/06/2022 (Saturday) by 01:00 PM, to "The Executive Director (ED), State Health Society, Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-800014"

3.4	Page No. 3 Clause 6.4, Section-I: Notice Inviting Tender	Time, Date of opening of Technical Bid	31/05/2022 (Tuesday) at 11:00 AM on the e-Procurement Portal (https://www.eproc.bihar.gov.in/BELTRON)	11/06/2022 (Saturday) at 03:00 PM on the e-Procurement Portal (https://www.eproc.bihar.gov.in/BELTRON)
3.5	Page No 3 Clause 6.5, Section-I: Notice Inviting Tender	Time, Date of opening of Financial Bid	To be announced later on the e-Procurement Portal: (https://www.eproc.bihar.gov.in/BELTRON	To be announced later on the e-Procurement Portal: (https://www.eproc.bihar.gov.in/BELTRON

4. The above amendments are applicable to all the relevant clauses wherever mentioned in the RFP document, Technical Bid sheet and Financial Bid sheet published on e-procurement portal.
5. All changes/modifications in RFP as above are binding to all the bidders.
6. Other terms & conditions of the RFP shall remain the same.

20/5/2022

Executive Director
State Health Society, Bihar