



## NOTICE INVITING TENDER

### **e-tender (NIT) Reference No.: - 01/SHSB/PPP(AMBULANCE)/2022-23**

1. The State Health Society, Bihar (SHSB), Patna intends to select agency via e-tendering 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, for the period of 5 years from the date of agreement.
2. The State Health Society, Bihar (SHSB) invites bids from eligible business entities, in providing the services as mentioned in this tender document.  
*(Note: For the purpose of this tender, the terms, agency/ bidder/ service provider/ tenderer/ applicant shall all denote the same, if not stated otherwise.)*
3. The selected bidder/agency shall be responsible for providing round the clock (24x7) free Emergency Medical Transport Services to the patients across all 38 districts in the state of Bihar through establishing, operating and managing the centralised Call Centre as per the terms and conditions defined in this tender document.
4. The contract agreement with the successful agency/bidder will be signed with SHSB, and on behalf of the SHSB, the day-to-day execution of the contract will be done by the District Health Society (DHS) of the concerned districts.
5. 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](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 [https:// www.eproc.bihar.gov.in/BELTRON](https://www.eproc.bihar.gov.in/BELTRON).

#### 6. Schedule of Events

S.no.	Event Description	Timeline
6.1	Time of downloading the Tender	Till <b>28/04/2022 (Thursday)</b> up to 05:00 PM, on the e-Procurement Portal ( <a href="https://www.eproc.bihar.gov.in/BELTRON">https://www.eproc.bihar.gov.in/BELTRON</a> ).
6.2	Last date & time for submission (upload) of online bidding document	Till <b>29/04/2022 (Friday)</b> up to 05:00 PM, on the e-Procurement Portal ( <a href="https://www.eproc.bihar.gov.in/BELTRON">https://www.eproc.bihar.gov.in/BELTRON</a> ).
6.3	Last date & time for submission of EMD and Tender Cost in Hard (Physical) Copies (Offline Mode)	<b>02/05/2022 (Monday)</b> by 05:00 PM, to "The Executive Director, State Health Society, Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-800014"
6.4	Time, Date of opening of Technical Bid	<b>04/05/2022 (Wednesday)</b> at 11:00 AM, on the e-Procurement Portal <a href="https://www.eproc.bihar.gov.in/BELTRON">https://www.eproc.bihar.gov.in/BELTRON</a>
6.5	Time, Date of opening of Financial Bid	To be announced later on the e-Procurement Portal ( <a href="https://www.eproc.bihar.gov.in/BELTRON">https://www.eproc.bihar.gov.in/BELTRON</a> )
6.6	Pre-bid meeting (Date & time)	<b>11/04/2022 (Monday)</b> at 11:00 AM
6.7	Pre- bid meeting venue	Conference Hall, State Health Society, Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-800014

Note – i) Interested bidders/agencies may obtain further information about this Notice Inviting Tender (NIT) from the office of SHSB.

ii) No tender will be accepted after closing date and time in any circumstances.

7. Tenderer may also download the tender documents (a complete set of documents is available on website) from e-Procurement Portal ([https:// www.eproc.bihar.gov.in/BELTRON](https://www.eproc.bihar.gov.in/BELTRON)) and submit its tender by using the downloaded document.
8. 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.

9. The bidder shall submit non-refundable tender cost for the sum of Rs.10,000/- (Ten Thousand only) + 18% GST in the shape of Demand Draft issued by an Indian Nationalized/ Schedule Bank in favour of State Health Society, Bihar payable at Patna. In no case, the tender cost should be mixed with EMD amount.
10. 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 empaneled by Government of Bihar for centralized e-Procurement.
11. The technical and financial bids must be submitted through e-Procurement Portal (<https://www.eproc.bihar.gov.in/BELTRON>) on or before the date and time specified in the NIT. The State Health Society Bihar (SHSB) doesn't 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."
12. 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.
13. 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>).
14. The Bidding documents shall be submitted in the mode as mentioned below:

(1) Earnest Money Deposit (EMD) & Tender Cost	Physical (Offline Mode) Note: EMD and Tender Cost should not have been issued on a date later than the last date for submission of online bidding document i.e., <b>29/04/2022.</b>
(2) Technical Bid	Online only (Cover-Technical Stage)
(3) Financial Bid	Online only (Cover-Cost Bid Stage)

15. The technical bids will be opened (in e-mode/online) on the date **04/05/2022 (Wednesday)** 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 opened in the next working day at the scheduled time.
16. The bids must be uploaded (e-mode/online) at the e-Procurement Portal (<https://www.eproc.bihar.gov.in/BELTRON>).
17. All prospective tenderers may attend the Pre-bid meeting. The venue, date and time are indicated in Schedule of Events as in **Clause 6** above.
18. The hard copy of the Earnest Money Deposit (EMD) in the form of Demand Draft (DD)/ Bank Guarantee (BG), should be sent to "State Health Society Bihar (SHSB), Pariwar Kalyan Bhawan, 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 6** above, failing which the tenders will be treated as late tender and would be summarily rejected.
19. State Health Society Bihar (SHSB) reserves the right to accept or reject any or all tender or change the terms and condition of NIT or cancel the NIT without assigning any reasons at any stage and time.
20. For further enquiry and information, please contact to the following officers during office hours 10:00 AM to 6:00 PM-
  - i. Sri Kamal Nayan, BAS, Deputy Secretary (DS), SHSB, Mobile – 9973352191
  - ii. Sri Krishna Kumar Upadhyaya, Health Educator, SHSB, Mobile- 9431493985
21. All further notifications/Corrigendum/Addendum, if any shall be posted on e-Procurement Portal (<https://www.eproc.bihar.gov.in/BELTRON>) and shall be binding on all the bidders.

**Disclaimer:** Please note, in the "Estimated value box" on the e-Procurement Portal (<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 rate decided by this tender and therefore due to this, it has been mentioned "Zero". However, the bidders shall be required to do financial estimations on their own and quote the bids based on the terms and conditions mentioned in the tender document

**Sd/-**  
**Executive Director**  
**State Health Society Bihar (SHSB)**