



Minutes of Pre-bid Meeting of the Tender published for Selection of Agency to Operate Beneficiary Identification System for Bihar Swasthya Suraksha Samiti (BSSS)

1. With reference to the *e-tender (NIT) Reference No.: 03/ BSSS/ Beneficiary Identification System/ 2020-21* for Selection of Selection of Agency to Operate Beneficiary Identification System for Bihar Swasthya Suraksha Samiti (BSSS) in the State of Bihar, published in leading newspapers and uploaded on the website "<http://www.eproc.bihar.gov.in/BELTRON>", the Pre-Bid meeting was held on 03/09/2020 at 11.00 AM in the Conference Hall of the 'Bihar Swasthya Suraksha Samiti (BSSS)' and through virtual conference mode via Zoom app.
2. In response to queries raised during pre-bid meeting/ submitted online, the technical committee after due consideration decides to the following amendments/ clarifications in the NIT:

Sl. No	Reference Clause/ Pg.No	As published in NIT	Clarifications/ Amendments
1	Clause 2 Section V	"... verifying the beneficiary identification requests received from the Arogya Mitras/ CSC/ Panchayat Raj Executive Assistant and other authorised agencies..."	Arogya Mitras in public hospitals are being deployed by SHA/ Public hospitals. Selected agency will not be involved in deployment of Arogya Mitras in Public hospitals
2	Clause 3.2.d Section V	"The BIS Agency shall ensure approval/ rejection of all cases within the specified 'Turn Around Time (TAT)': i. Requests raised from hospital kiosks: Within 2 hours ii. Requests from non-hospital-based kiosks: Within 48 hours "	Clarification: Agency is not expected to deliver any support at kiosk level, other than review the Beneficiary Identification requests and approve/ reject the same
3	Clause 3.2.e Section V	Any requests pending for approval/ recommend for rejection with reason beyond this TAT will be penalised at 50% of the payable cost for these requests. (Only 50% of amount will be payable for the requests approved/ recommend for rejection with reason beyond the TAT).	Clarification: In case of delay due to technical issue, agency may submit request to SHA, detailing the technical issue, and SHA may decide to exempt the penalty for genuine cases
4	Clause 3.2.e Section V	"Any requests pending for approval/ recommend for rejection with reason beyond this TAT will be penalised at 50% of the payable cost for these requests. "	Amendment: "Any requests pending for approval/ recommend for rejection with reason beyond this TAT will be penalised as defined in Appendix A"
5	Clause 2.2 Section III	"The Bidder must have experience in undertaking atleast one project of Data Entry/ Data Analysis for departments of State/ Central Government/ Semi-Govt. bodies/ PSUs – during the last 3 years (i.e. FY 2017-18, 2018-19 & 2019-20); OR b) Registered under IRDAI and delivering services as Implementation Support Agency (ISA)"	Clarification: Call centre operations do not come under the purview of required experience

As published in NIT		Clarifications/ Amendments
Sl. No	Reference Clause/ Pg.No	
6	Appendix B	<p>The selected agency will be responsible for procurement and maintenance of the hardware required for the delivery of services as per the terms defined in the tender document. The aforementioned list of hardware specifications are generic and in-line with the kits available at field level kiosks; however, agency has the liberty to choose the hardware specifications, based on industry practices and compatibility.</p> <p>Clarification: Agency selected through this tender will have to operate out of their own office in Patna, and kiosk level infrastructure and it's operation are outside the agency's scope of work. List of hardware is provided only for reference purpose.</p>
7	NA	<p>Clarification: SHA BSSS has an existing BIS software, which has to be used for approvals/rejection</p>
8	NA	<p>Clarification: Refer Clause 1 - Section V "Recently, the SHA has been receiving 40-50 thousand (average) BIS requests daily..."</p>
9	NA	<p>Clarification: Agency is expected to establish state level office for managing BIS requests received from hospital/ field level. District level presence is not required</p>
10	NA	<p>Clarification: BIS operation is not dependent on district-wise data. Collated count has been 40-50 thousand (average) BIS requests per day during Feb-Mar '20; however, this count is dynamic and has currently reduced considering the COVID situation.</p>
11	Clause 2.2 Section III	<p>Clarification: Eligibility Criteria in tender document is self-explanatory. Evaluation of bids will be dependent on documents submitted and evidence produced.</p>
12	Clause 2.3 Section III	<p>Clarification: Registered branch office in Patna is also acceptable, subject to submission of required documents</p>
13	NA	<p>Refer Clause 12 (Section I) "No bidder is exempted from submitting of EMD as mentioned in the tender document."</p>
14	NA	<p>Inclusion: "3.2.4. Agencies bidding for this tender are not allowed to bid for ISA tender (02/ BSSS/ Implementation Support Agency/ 2020-21). Further, if selected, same agency will not be allowed to bid future BIS generation tender (i.e. beneficiary identification and registration through kiosks/camps)"</p>

As published in NIT		Clarifications/ Amendments
Sl. No	Reference Clause/ Pg.No	
15	Clause 6 Section II	<p>Amendment:</p> <p>"The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 3,00,000/- (Three Lakh Rupees only) in the shape of Demand Draft/ Bank Guarantee (180 days validity) in format given in Annexure-G from any Scheduled Bank in favour of..."</p> <p>Format 'Annexure G' is enclosed with this document</p>

3. All changes/ modifications in NIT as above are binding to all bidders.
4. Other terms and conditions of the NIT shall remain the same.


 4/9/2020
Administrative Officer,

Bihar Swasthya Suraksha Samiti (BSSS)

Annexure G: Performa for Bank Guarantee for Performance Security

(To be stamped in accordance with Stamp Act)

Ref: Bank Guarantee No.:

Date:

To

The Administrative Officer,
Bihar Swasthya Suraksha Samiti (BSSS)
Secretariat Extension Building,
Block-3 Second floor, Old Secretariat,
Patna Bihar -15

Dear Sir,

WHEREAS <Name and address of the Bidder> (Hereinafter called the "Bidder") has submitted its bid dated for Selection of Agency to Operate Beneficiary Identification System for Bihar Swasthya Suraksha Samiti (BSSS) against the Tender (NIT) Reference No.: - 03/ BSSS/ Beneficiary Identification System/ 2020-21' (Hereinafter called the "tender")

KNOW ALL PERSONS by these presents that we of (Hereinafter called the "Bank") having our registered office at are bound unto the Bihar Swasthya Suraksha Samiti (BSSS) (Hereinafter called the "Tender Inviting Authority") in the sum of for which payment will and truly to be made to the said Tender Inviting Authority, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this day of 20.....

THE CONDITIONS OF THIS OBLIGATION ARE:

1. If the Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice;
 2. If the Bidder withdraws its Bid during the period of bid validity as specified in this RFP and as extended by the BSSS from time to time;
 3. If the bidder attempts to influence the BSSS, on the BSSS's decision on scrutiny, comparison & evaluation of tenders and awarding the contract;
 4. In the case of Selected Bidder, if it fails within the specified time limit:
 - a. to sign the contract and/or;
 - b. to furnish the Performance Security (PS) within the period prescribed in the Letter of Acceptance (LoA)
- We undertake to pay the tender Inviting Authority up to the above amount upon receipts of its first written demand, without the Tender Inviting Authority having to substantiate its demand, provided that in its demand the Tender Inviting Authority will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition(s).

This Guarantee will remain in force for the period of 180 days from the bid due date i.e. Last date & time for submission (upload) of online bidding document, as specified in the tender document/ corrigendum

.....
(Signature of the authorized officer of the Bank)

.....
Name and designation of the Officer

.....
Seal, name & address of the Bank and address of the Branch