Proceeding of Pre-Bid Meeting of Technical Committee held with interested bidders on 07.09.2026 at 11:30 AM for selection of agency for establishment of 20-seater comprehensive & integrated,104 call centre for public health grievance, health help line and medical advice in Bihar.

With reference to the Notice Inviting Tender **e-tender (NIT) Reference No.06/2026-27** published in different newspapers, by **PR No.-010879(B&C) 26-27** and uploaded on the website ***"https://eproc2.bihar.gov.in"***, for selection of agency for establishment of 20-seater comprehensive & integrated,104 call centre for public health grievance, health help line and medical advice in Bihar, the Pre-Bid meeting was held at **11:30 AM on 07.09.2026** in the Conference Hall, State Health Society, Bihar, 4th Floor, Swasthya Bhawan, Sheikhpura, Patna.

1. The following members of the technical committee were present in the Pre-Bid meeting:-
   i. Dr. Pranay Raj Sharan Sinha, Director in Chief, Health Services, Health Department, Govt. of Bihar
   ii. Shri Rajesh Kumar, Administrative Officer, State Health Society, Bihar
   iii. Shri Onkar, Finance Manager, State Health Society, Bihar
   iv. Shri Priya Ranjan Raju, OSD-Cum-I/c 104 Call Centre, State Health Society, Bihar
   v. Dr. Ravi Shankar Singh, Regional Director, ROHFW, GoI, Patna

Note:- Attendance Sheet enclosed.

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

Name of the organization
1. Magnetin Infosystem & Development Pvt. Ltd.
2. We Win Limited
3. Credgenics
4. Sammaan Foundation, Patna, Bihar
5. Ranjan Engicon Pvt. Ltd., Patna, Bihar
6. Piramal Swasthya Management and Research Instite, Hydrabad
7. Vodafone Idea LTD.
8. Affinity Diziapps Pvt. Ltd., Patna, Bihar
9. Display Metrics India Pvt. Ltd., Gurugram, Haryana
10. Iccs Digx Ltd.
11. Zenplus Pvt. Ltd., Patna, Bihar
12. Alankit Assignments Ltd., New Delhi
13. Graphic Trades Pvt. Ltd., Patna, Bihar

Ravi Shankar Singh

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

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
1	We request SHSB to kindly permit Consortium/Joint Venture participation, subject to clearly defined roles, responsibilities and eligibility requirements for each consortium member Request for Allowing Consortium / Joint Venture (JV) Participation	Section 4 – Eligibility Criteria, Sl. No. 1, Page No-20	The Bidder should be an established entity registered under Companies Act 1956/2013 or Indian Societies Registration Act 1860 or Indian Trusts Act 1882 and should have been in operation for a period of at least 3 years as on 31st March,2026. "Consortium/Joint Venture is not allowed."	Tender terms & conditions shall prevail.
2	Kindly amend the turnover requirement to INR 5 Crores in each of the last three financial years	Section 4, Eligibility Criteria, Sl. No. 3	The Bidder must have an annual turnover of not less than INR 10 Crores in each of the last three financial years FY 2022-23, FY 2023-24 & FY 2024-25.	Tender terms & conditions shall prevail.
3	The Bidder must have an annual turnover of not less than INR 8 Crores, in each of the last three financial years FY 2022-23, FY 2023-24 & FY 2024-25, as evidenced by the audited accounts of the company.	Page No 20 Sno 3 Eligibility Criteria	The Bidder must have an annual turnover of not less than INR 10 Crores, in each of the last three financial years FY 2022-23, FY 2023-24 & FY 2024-25, as evidenced by the audited accounts of the company.	Tender terms & conditions shall prevail.
4	The Bidder must have an annual turnover of not less than INR 8 Crores, in each of the last three financial years FY 2022-23, FY 2023-24 & FY 2024-25, as evidenced by the audited accounts of the company.	Page No 20 Sno 3 Eligibility Criteria	The Bidder must have an annual turnover of not less than INR 10 Crores, in each of the last three financial years FY 2022-23, FY 2023-24 & FY 2024-25, as evidenced by the audited accounts of the company.	Tender terms & conditions shall prevail.

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
5	102/108 emergency response call centres involve handling health/emergency calls, coordination with Medical Officers, emergency response, call triaging, escalation and coordination with paramedical staff. Such experience is directly relevant to the proposed 104 Call Centre and its medical/emergency response functions. The requirement of experience across two States may unnecessarily restrict participation of otherwise technically competent and experienced agencies. Allowing experience from one State would promote wider participation and healthy competition while retaining the requirement for relevant operational experience.	Section 4 – Eligibility Criteria, Sl. No. 4 Pg. No.-20	The Bidder should have experience of implementation and running at least one (1) call centres (inbound or outbound or both) with minimum ten (10) seats in the last three years **FY 2022-23, FY 2023-24 & FY 2024-25** as Health Help Line for 3rd party, across two state in India. **"Health helpline"** should be providing the services mentioned below: a) 24x7 Health information for guiding the people on health-related matters like first aid, nutrition, disease prevention & Family planning etc. b) Medical advice including emergency medical advice	Tender terms & conditions shall prevail.
6	Kindly amend the clause as: "The Bidder should have experience of implementation and running at least one (1) Call Centre/Contact Centre/Helpdesk/Citizen Service Centre (inbound or outbound or both) with minimum ten (10) seats for any Government Department, PSU, Healthcare, Social Sector, Public Service Delivery or similar projects in at least one State in India."	Section 4, Eligibility Criteria, Sl. No. 4	The Bidder should have experience of implementation and running at least one (1) call centres (inbound or outbound or both) with minimum ten (10) seats in the last three years FY 2022-23, FY 2023-24 & FY 2024-25 as Health Help Line for 3rd party, across two states in India. "Health helpline" should be providing the services mentioned below: a) 24x7 Health information for guiding the people on health-related matters like first aid, nutrition, disease prevention & Family planning etc. b) Medical advice including emergency medical advice	Refer to Section 4, Eligibility Criteria, Sl. No. 4 (THE CLARIFICATION AS ABOVE IS RECOMMENDED)

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Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
7	Given that the requirement for experience specifically in Health Help Line projects may restrict participation by otherwise qualified and experienced service providers, we kindly request the Authority to consider broadening the eligibility criterion to include experience in any Helpline / Call Centre project executed for Government Departments / PSUs / State Governments / Central Government organizations, irrespective of the sector. This would enable wider participation while ensuring that bidders possess the requisite experience in managing helpline operations. Further, the clause mentions experience of operating a "10-seater Call Centre across two states in India." In this regard, kindly clarify whether the requirement is intended to mean: A single 10-seater Call Centre operation deployed across two states under one contract; and/or · Two separate contracts/projects, each involving a minimum 10-seater Call Centre, operated in two different states. Kindly clarify the intended interpretation of the above requirement to enable bidders to assess their compliance accurately.	Section 4: Eligibility Criteria Point No. 4 Page No. 20	The Bidder should have experience of implementation and running at least one (1) call centres (inbound or outbound or both) with minimum ten (10) seats in the last three years FY 2022-23, FY 2023-24 & FY 2024-25 as Health Help Line for 3rd party, across two states in India. "Health helpline" should be providing the services mentioned below: a) 24x7 Health information for guiding the people on health-related matters like first aid, nutrition, disease prevention & Family planning etc. b) Medical advice including emergency medical advice	Tender terms & conditions shall prevail.
8	Considering the specialised qualifications and healthcare experience required, please clarify the expected role responsibilities and career proposition for such candidates.	Call Centre Executive Role	APPENDIX 3: HUMAN RESOURCES	Refer to APPENDIX 3: HUMAN RESOURCES

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
9	The RFP requires the bidder to have experience of implementing and running at least one Health Help Line for a third party across two states in India during the specified period. Credgenics currently operates two inbound customer service processes; however, we do not have prior experience specifically in a Health Help Line/healthcare process. Considering that the core requirement involves operating an inbound call centre, please clarify whether relevant experience in operating inbound call-centre/customer-service processes, even if outside the healthcare sector, may be considered for meeting this eligibility criterion.	Section 4 – Eligibility Criteria, Clause A (4)	The Bidder should have experience of implementation and running at least one (1) call centres (inbound or outbound or both) with minimum ten (10) seats in the last three years FY 2022-23, FY 2023-24 & FY 2024-25 as Health Help Line for 3rd party, across two states in India. "Health helpline" should be providing the services mentioned below: a) 24x7 Health information for guiding the people on health-related matters like first aid, nutrition, disease prevention & Family planning etc. b) Medical advice including emergency medical advice	Tender terms & conditions shall prevail.
10	Sir, we request you to revise the clause as follows: The Bidder should have experience in the implementation, operation, and management of at least one (1) or more Call Centre/Contact Centre/Helpline setups for handling operations such as Emergency Operations, Disaster Management, Medical Advice, Public Service Helpline, or equivalent services, with a minimum of ten (10) seats, during the last five (5) financial years for any Central/State Government / PSU. Copy of work order and experience certificate from any Central/State Government / PSU. The certificate should clearly mention the nature of work.	Page No. 20. Clause No.4	The Bidder should have experience of implementation and running at least one (1) call centres (inbound or outbound or both) with minimum ten (10) seats in the last three years FY 2022-23, FY 2023-24 & FY 2024-25 as Health Help Line for 3rd party, across two states in India. "Health helpline" should be providing the services mentioned below: a) 24x7 Health information for guiding the people on health-related matters like first aid, nutrition, disease prevention & Family planning etc. b) Medical advice including emergency medical advice Copy of work order and experience certificate from the contracting agency. The certificate should clearly mention the nature of work	Refer Sec on 4 – Eligibility Criteria, Sl.no. 4 (Page 20)

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Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
11	Kindly modify this eligibility criteria and include utility/ public grievance based call centre experience along with the health helpline category call centre.	SECTION 4: ELIGIBILITY CRITERIA S. No. 4 Page 19	The Bidder should have experience of implementation and running at least one (1) call centres (inbound or outbound or both) with minimum ten (10) seats in the last three years FY 2022-23, FY 2023- 24 & FY 2024-25 as Health Help Line for 3rd party, across two state in India."	Refer Sec on 4 – Eligibility Criteria, Sl.no. 4 (Page 20)
12	Considering the proposed project is a 20-seater Call Centre, we request SHSB to kindly reduce the geographical experience requirement from two States to at least one State. Alternatively, experience of two qualifying Health Help Line/Medical Call Centre projects within one State may also be considered.	Jai Ambey Emergency Services Pvt. Ltd.	The Bidder should have experience of implementation and running at least one (1) call centres (inbound or outbound or both) with minimum ten (10) seats in the last three years FY 2022-23, FY 2023-24 & FY 2024-25 as Health Help Line for 3rd party, across two state in India. "Health helpline" should be providing the services mentioned below: a) 24x7 Health information for guiding the people on health-related matters like first aid, nutrition, disease prevention & Family planning etc. b) Medical advice including emergency medical advice	Tender terms & conditions shall prevail.

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Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
13	Removal of "Across Two States in India" Condition	SECTION 4: ELIGIBILITY CRITERIA Sl. No.-4 Pg. No.20	The Bidder should have experience of implementation and running at least one (1) call centres (inbound or outbound or both) with minimum ten (10) seats in the last three years FY 2022-23, FY 2023-24 & FY 2024-25 as Health Help Line for 3rd party, across two state in India. "Health helpline" should be providing the services mentioned below: a) 24x7 Health information for guiding the people on health-related matters like first aid, nutrition, disease prevention & Family planning etc. b) Medical advice including emergency medical advice	Tender terms & conditions shall prevail.
14	We submit that our organization is a Small Enterprise (MSE) registered under the applicable MSME framework and holds a valid Udyam Registration Certificate. In view of the applicable Government of India procurement policy for Micro and Small Enterprises (MSEs), which provides for exemption from payment/submission of Earnest Money Deposit (EMD), we respectfully request the Department to kindly extend the applicable EMD exemption to eligible MSE bidders. We therefore request the Department to kindly confirm that bidders holding a valid Udyam Registration Certificate and meeting the prescribed eligibility conditions shall be exempted from submission of EMD, in accordance with the prevailing Government of India procurement provisions.	Earnest Money Deposit (EMD) Point No. 6.2 Page No. 6	6.2 It may be noted that no bidder is exempted from deposit of EMD. Tenders submitted without EMD shall be summarily rejected.	EMD waiver shall be given as per rule & regulations.

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Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
15	We understand that, considering the scope and nature of the work, the stipulated EMD of ₹50,00,000/- is substantially high and may act as a significant financial barrier for prospective bidders, thereby restricting wider participation in the bidding process. It may be noted that similar Call Centre tenders floated by various State Government Departments for comparable scopes of work generally prescribe EMD amounts in the range of approximately ₹1 lakh to ₹5 lakh. In comparison, the EMD prescribed under the present RFP is considerably higher. A disproportionately high EMD may particularly discourage capable and experienced service providers from participating, despite having the requisite technical and operational capabilities. A rational and proportionate EMD would help promote greater competition and enable the Department to receive more competitive bids. We therefore request the Department to kindly review and rationalize the EMD amount of ₹50 lakh and reduce it to a reasonable and proportionate level, commensurate with the scope, estimated value, and risk associated with the project, to encourage wider participation and healthy competition among eligible bidders.	Earnest Money Deposit (EMD) Point No. 6.1 Page No. 6	The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 50,00,000/- (Fifty Lakh Rupees only) transferred through e-Payment mode (i.e. NEFT-RTGS, Internet Banking, Credit/Debit Card) on the link mentioned in the e-procurement portal (https://eproc2.bihar.gov.in).	Tender terms & conditions shall prevail.

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
16	In this regard, we draw the Department's attention to the Government of India, Ministry of Finance, Office Memorandum F. No. eR- 13011/02/2019-Ins-II (Part 1) dated 24.09.2024, wherein Insurance Surety Bonds have been recognized as an alternative instrument for furnishing EMD. Accordingly, we propose to submit an Insurance Surety Bond issued by an IRDAI-registered/approved insurer for the requisite EMD amount, in lieu of the conventional EMD instruments specified in the RFP. Acceptance of ISB would provide bidders with an additional recognized option for furnishing EMD, without compromising the financial security of the Department, as the bond would be issued by an eligible insurer in accordance with the applicable regulatory and procurement requirements. We therefore request the Department to kindly permit submission of an Insurance Surety Bond (ISB), issued by an IRDA I registered/ approved insurer, as an acceptable mode of furnishing EMD, in accordance with the applicable Government of India procurement guidelines and the aforesaid Office Memorandum.	Earnest Money Deposit (EMD) Point No. 6.1 Page No. 6	The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 50,00,000/- (Fifty Lakh Rupees only) transferred through e-Payment mode (i.e.NEFT-RTGS, Internet Banking, Credit/Debit Card) on the link mentioned in the e-procurement portal (https://eproc2.bihar.gov.in).	Tender terms & conditions shall prevail.
17	Please confirm whether MSME bidders are exempt from Tender Fee and/or EMD and whether any MSME relaxation applies to eligibility criteria.	MSME / Eligibility	Eligibility and EMD conditions.	EMD waiver shall be given as per rule & regulations.

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
18	Kindly allow MSME bidders to avail exemption from EMD submission, in accordance with the applicable Government procurement provisions and policies for MSMEs.	NIT Clause No. 6 Page 2	The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 50,00,000/- (Fifty Lakh Rupees only) transferred through e- Payment mode (i.e. NEFT-RTGS, Internet Banking, Credit/Debit Card) on the link mentioned in the e-procurement portal (https://eproc2.bihar.gov.in). No bidder is exempted from deposit of EMD as mentioned in the tender document.	EMD waiver shall be given as per rule & regulations.
19	As per the CVC guidelines EMD is upto 2% of total project cost. Since no project cost is mentioned, so as per the calculation with EMD, Project cost comes as about 25 Crores, which is not possible. Kindly justify this point and rectify the EMD Amount as per the project cost following the CVC Guidelines.	NIT Clause No. 6 Page 2	The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 50,00,000/- (Fifty Lakh Rupees only) transferred through e- Payment mode (i.e. NEFT-RTGS, Internet Banking, Credit/Debit Card) on the link mentioned in the e-procurement portal (https://eproc2.bihar.gov.in). No bidder is exempted from deposit of EMD as mentioned in the tender document.	Tender terms & conditions shall prevail.
20	Clarify payment mode.	6 Page No. 5	EMD ₹50 Lakhs.	Refer to NIT Clause No. 6 Page 2
21	The tender shall be accompanied by EMD of Rs. 50,00,000/- transferred through e-payment mode (i.e. NEFT-RTGS, Internet Banking, Credit/ debit card)/ Bank Guarantee/ Surety Bond	Page No. 6 of RFP, Clause 6.1.	The tender shall be accompanied by EMD of Rs. 50,00,000/- transferred through e-payment mode (i.e. NEFT-RTGS, Internet Banking, Credit/ debit card)	Tender terms & conditions shall prevail.

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Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
22	In this regard, we respectfully submit that the prescribed 3% annual escalation may not adequately compensate for the increase in operational and manpower related costs over the contract period. In particular, the minimum wages applicable to deployed manpower may undergo periodic revisions, which can be significantly higher than the stipulated 3% annual escalation. Further, costs relating to manpower benefits, statutory compliances, utilities, AMC, software licenses, technology upgrades, connectivity, insurance, and other operational inputs are also subject to inflationary increases. Since manpower constitutes a significant component of the overall Call Centre operating cost, limiting the annual escalation to 3% may adversely impact the financial viability and long term sustainability of the project and may ultimately affect service quality. We therefore request the Department to kindly consider revising the annual price escalation from 3% to a minimum of 10% per annum after completion of each year, subject to satisfactory performance. Alternatively, the Department may consider linking the escalation to the actual increase in statutory minimum wages and/or an appropriate inflation index, so that the commercial terms remain viable throughout the contract period.	Section 1: Instruction to Bidders Point No. 2.7 Page No. 3	The rates quoted shall be firm and inclusive of setting up costs of call centre like Hardware, Software, salary & allowances, recruitment & training, staff insurance & others, housekeeping, AMC of hardware, software licenses, up-gradation of software, equipment, printing and stationary, applicable taxes and duties, excluding Goods & Services Tax (GST). However, successful bidder would be given 3% price escalation, every year after completion of one year, calculated from the date of actual functioning of call centre subject to satisfactory performance.	Tender terms & conditions shall prevail.

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
23	We wish to highlight that the provision requiring the Bidder/Agency to undertake upgrades without any additional payment or corresponding cost escalation may result in significant and unforeseen financial implications for the bidder, as such upgrades may involve substantial expenditure towards infrastructure, hardware, software, technology, and other associated resources. Accordingly, we request the Authority to kindly reconsider the provision and cap the bidder's liability towards such upgrades at a maximum of 5% of the total Contract Value during the contract period. Any upgrades or enhancements exceeding this threshold may kindly be treated as additional scope and compensated separately based on mutual agreement. This approach would ensure greater financial predictability and enable bidders to factor the potential cost implications appropriately while submitting their financial bids.	Section 3: Scope of Work: The bidder / agency shall: Point No. 6.8.11 Page No. 14	In order to have a state of the art 104 call centre, if at any time, the equipment's, utilities or applications etc, are to be upgraded, then the agency or bidder, shall have the whole responsibility to do the same at its own cost, within the agreed upon timelines, so that the quality and rate of service delivery is not affected. For this no extra payment/cost escalation shall be made by SHSB.	Tender terms & conditions shall prevail.

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
24	We request SHSB to increase the annual price escalation rate from 3% to at least 5%. This project requires significant manpower and entails continuous expenditure on salaries, statutory contributions, technology, software, maintenance, infrastructure, and other operational costs. An annual increase of at least 5% would provide a more practical and sustainable financial framework for ensuring uninterrupted service delivery.	SECTION 1: INSTRUCTIONS TO BIDDER (ITB) Clause 2.7 – Price Escalation, Page No-5	The rates quoted shall be firm and inclusive of setting up costs of call centre like Hardware, Software, salary & allowances, recruitment & training, staff insurance & others, housekeeping, AMC of hardware, software licenses, up-gradation of software, equipment, printing and stationary, applicable taxes and duties, excluding Goods & Services Tax (GST). However, successful bidder would be given 3% price escalation, every year after completion of one year, calculated from the date of actual functioning of call centre subject to satisfactory performance. The GST will be paid by the State Health Society, Bihar (SHSB), as per the prevailing rates. This shall be quoted in the format as per mentioned in Financial Bid only.	Tender terms & conditions shall prevail.
25	We request SHSB to kindly increase the annual price escalation from 3% to at least 5% per annum.	SECTION 1: INSTRUCTIONS TO BIDDER (ITB) Clause 2.7 – Price Escalation, Page No-5	The rates quoted shall be firm and inclusive of setting up costs of call centre like Hardware, Software, salary & allowances, recruitment & training, staff insurance & others, housekeeping, AMC of hardware, software licenses, up-gradation of software, equipment, printing and stationery, applicable taxes and duties, excluding Goods & Services Tax (GST). However, successful bidder would be given 3% price escalation, every year after completion of one year, calculated from the date of actual functioning of call centre subject to satisfactory performance. The GST will be paid by the State Health Society, Bihar (SHSB), as per the prevailing rates. This shall be quoted in the format as per mentioned in Financial Bid only.	Tender terms & conditions shall prevail.

Rajshekhar Singh

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
26	We request SHSB to kindly increase the annual price escalation from 3% to at least 5% per annum.	SECTION 1: INSTRUCTIONS TO BIDDER (ITB) Clause 2.7 – Price Escalation, Page No-5	The rates quoted shall be firm and inclusive of setting up costs of call centre like Hardware, Software, salary & allowances, recruitment & training, staff insurance & others, housekeeping, AMC of hardware, software licenses, up-gradation of software, equipment, printing and stationary, applicable taxes and duties, excluding Goods & Services Tax (GST). However, successful bidder would be given 3% price escalation, every year after completion of one year, calculated from the date of actual functioning of call centre subject to satisfactory performance. The GST will be paid by the State Health Society, Bihar (SHSB), as per the prevailing rates. This shall be quoted in the format as per mentioned in Financial Bid only..	Tender terms & conditions shall prevail.
27	Annual Price Escalation We request SHSB to consider incorporating an annual price escalation of 5% upon completion of one year from the commencement of actual Call Centre operations. Justifications- This adjustment is essential to account for annual staffs salary increments, and other operational cost increases, thereby ensuring the sustainability and continued quality of service delivery throughout the contract period.	SECTION 1: INSTRUCTIONS TO BIDDER (ITB) Pg. No. 4	The price quoted in the financial bid, shall be valid for the entire duration of the contract. However, the successful bidder would be given 3% price escalation, every year after completion of one year, calculated from the date of actual functioning of call centre subject to satisfactory performance. .	Tender terms & conditions shall prevail.

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Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
28	We request that the project duration be set at a minimum of 5+2 years.	Section 5 – Terms & Conditions, Clause 1 – Project Duration, Page No- 22.	The contract will be initially for a period of three years which may be further extended for one year or more years based on the requirements, availability of resources& funds from National Health Mission (NHM) or any source and satisfactory performance of work by the agency and any other condition(s) mutually agreed by SHSB & the agency. Any extension shall not be right of the agency.	Tender terms & conditions shall prevail.
29	Requesting clarification for below:- Utility bills will be exclude the Tollfree & SMS gateway charges as stated in the below clause: 5. The State Health Society, Bihar (SHSB), shall:(g) Payment of toll-free/PRI calls, SMS Gateway.	SECTION 3: SCOPE OF WORK(SoW) Page no.12 Pg.Clause 6	6.5 The bidder/agency, responsible for establishing & running 24x7 104 call centre with all the standard equipment's, and utilities as well as licensed software's, operating systems, Applications (including Customer Relationship Management (CRM) application) and maintaining excellent service quality & performance. Premises based CRM with all the necessary servers, leased line and other utilities are required on the cost of the bidder.	State Health Society will be paid the toll-free/PRI monthly bill and SMS Gateway charges only.

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
30	Assuming that one time cost of PRI lines/Tollfree will be born by bidder ,post than all the opex cost will be born by SHSB. Will SHSB pay ILL bills as well ,kindly clarify.	SECTION 3: SCOPE OF WORK(SoW) Page no.12 Pg.Clause 6	6.8.6 Procure telephone & PRI (inbound & outbound) lines should be in the name of State Health Society, Bihar (SHSB). The bidder has to take appropriate no. of PRI lines, such that no call is left unattended. If the no. of calls increase and the current PRI (inbound & outbound) are not able to handle additional load, then the bidder shall be required to procure additional PRI (inbound &outbound). All the cost for establishment will be borne by the bidder. The SHSB shall directly pay to the concerned telecom service provider (BSNL or any other) for monthly bill of PRI and Toll-free Services on monthly basis. However, all the cost of establishment would be borne by the bidder.	Tender terms & conditions shall prevail.
31	As per the current DoT guidelines, the OSP certification requirement as been discontinued. Therefore, obtaining an OSP certificate from the TERM Cell is no longer applicable. In view of the above, we kindly request the authority to remove the requirement for obtaining an OSP certificate from the tender document.	6.8.14	Bear all costs, for registering the104-call centre & obtaining Other Service Providers (OSP) certification from Telecom Enforcement, Resource and Monitoring (TERM) Cell	It required, if applicable. (THE CLARIFICATION AS ABOVE IS RECOMMENDED)

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
32	Requesting authority to share the detail scope of software application.	SECTION 3: SCOPE OF WORK(SoW) Page no.14 Pg.Clause 6	6.9 Development of Software's: 6.9.1 Provide application software including triaging software, algorithms/ protocols. Software specifically required for Health information help line which includes Scope of Work and also has the provision for up-gradation/ addition as per SHSB's directions/requirements in future. The software so developed/purchased shall essentially be licensed in the name of State Health Society, Bihar. 6.9.2 The software shall be developed by the Agency as per the SOP finalized by SHSB and escalation matrix provided by the Government and will be licensed in the name of the State Health Society, Bihar (SHSB)for the period of the contract.	Tender terms & conditions shall prevail.
33	Kindly adopt Quality and Cost Based Selection (QCBS) methodology with suitable Technical and Financial weightage (e.g. 70:30).	Section 2, Clause 8.3 and Section 4(F)	Selection of agency shall be based on Least Cost Selection (LCS/L1) methodology.	Tender terms & conditions shall prevail.

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Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
34	We request the Authority to kindly permit Insurance Surety Bonds (ISB) issued by IRDAI registered/ eligible insurers to be furnished as a valid instrument towards Performance Security/PBG, at par with Bank Guarantees and other permissible forms of security. Accordingly, we request the Authority to kindly consider: · Prescribing the Performance Security at 3% of the Annual Contract Value; and · Permitting Insurance Surety Bonds (ISB) issued by eligible insurers as an acceptable mode of furnishing Performance Security/PBG. We believe that the above measures would reduce the upfront financial burden on bidders while ensuring adequate security for the Authority, thereby promoting wider, inclusive, competitive, and compliant participation in the procurement process. We therefore request the Authority to kindly issue the necessary clarification / amendment to the RFP in this regard.	Terms & Conditions: Performance Security Point No. 3 Page No. 22	The successful bidder shall have to furnish a performance security of 5% of annual cost of the project in the shape of a Bank Guarantee issued by a scheduled Bank in favour of SHSB.	Tender terms & conditions shall prevail.
35	With reference to the aforesaid clause, we request clarification regarding the ownership of the Hardware Items procured and deployed for the project. We understand that all such hardware shall be procured in the name of SHSB and shall remain the property of SHSB throughout the contract period. Kindly confirm whether the hardware procured under the project shall be handed over to SHSB upon completion/termination of the contract, and whether the Bidder/Agency shall have any ownership or residual value claim over the same.	Section 3: Scope of Work: The bidder / agency shall: Point No. 6.8.17 Page No. 14	All hardware proposed and installed by the successful bidder shall be brand new and purchased on behalf of the State Health Society Bihar (SHSB). Any refurbished or used equipment shall not be offered. SHSB shall have rights to reject such hardware installed by the bidder. In case of rejection, bidders would be required to replace the hardware at its own cost, including installation and transportation. All the hardware procured by the bidder for the execution of the project shall be purchased in the name of SHSB.	Tender terms & conditions shall prevail.

Ravi Shankar Singh

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
36	Clarification Requested: Given the specialized nature of overnight medical shifts, please clarify if a micro-window for telemedicine fallback connectivity is permitted solely during un-foreseeable medical staff emergencies while a replacement doctor transits to the facility, to prevent breach of 24x7 service availability.	Section 3: Scope of Work, Page 15 Pg.Clause 6.10.11: Doctor Duty Roster	6.10.11 The doctors appointed by the agency, shall have to be physically present as per the duty roster (to be shared with the SHSB) on all days, and under no circumstances, shall be providing any services, from remote location. Also, 1 Paediatrician per shift shall be provided by SHSB at its own cost, for supporting (exclusively) Rastriya Bal Swasthya Karyakram (RBSK).	Tender terms & conditions shall prevail.
37	Mode of Tele-medical Consultation: Kindly clarify whether tele-medical consultation is required through audio/telephone only or through video consultation as well. If video consultation is envisaged, kindly specify the required infrastructure, platform and scope of the bidder.	SCOPE OF WORK(SoW) Pg. No. 12	This 104-call centre shall provide personalized assistance to the citizens of the state on various aspects, such as tele-medical consultation.	Tender terms & conditions shall prevail.
38	Responsibility for Clinical Support: Kindly clarify who is expected to provide support to ANMs/ASHAs for management of emergency conditions and treatment protocols - Call Centre Executives (CCEs), qualified Medical Officers/doctors, or other designated personneL? Kindly also specify the required qualification/designation of the personnel providing such support. Further to ensure clinical accuracy, standardization and uniformity of advice kindly clarify whether SHSB will provide/approve the applicable Standard Treatment Guidelines, emergency management protocols and escalation/triage algorithms to be followed.	APPENDIX 1: SERVICES TO BE PROVIDED : 2. HEALTH HELPLIN E Pg. No. 26	To provide support to field health staff: Support to ANMs & ASHAs for management of emergency conditions and treatment protocol over the phone.	Refer to point no. 6.9 Page No.-15

Ravi Shankar Singh

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
39	The clause states that "all types of maintenance of the space shall be borne by the Bidder/Agency." Kindly clarify the specific types of maintenance intended under this provision, such as civil maintenance, electrical works, plumbing, housekeeping, repairs, or other facility related maintenance. It is also requested that the scope and responsibility of the Bidder/Agency for such maintenance be clearly defined to enable bidders to accurately assess the associated costs while preparing their financial bid.	Section 3: Scope of Work: The bidder / agency shall: Point No. 6.8.5 Page No. 13	6.8.5 All types of maintenance of the space and infrastructure provided shall be borne by the bidder/agency at their own cost till the closure of the project.	Refer to Point No.-6.8 Page No. 13-15
40	Please clarify how 'unanswered calls' will be measured/attributed where call abandonment occurs due to reasons outside the agency's control (e.g., caller disconnects during IVR before reaching an agent, telecom network issues, force majeure). Also confirm whether the 'Absence of staff' penalty applies only when a shift falls below the minimum notified strength (after accounting for the agency's leave-reserve staff), and not to routine planned leave already backed by leave-reserve deployment.	Section 5, Penalty Table (Cl. 5) Pg.24	Penalty for 'Percentage of calls Unanswered' is slab-wise, going up to 25% of monthly invoice amount for unanswered calls exceeding 1%; 'Absence of staff' penalty is per-shift/per-day irrespective of leave-reserve staffing already maintained by the agency.	Tender terms & conditions shall prevail.

Ravi Shankar Singh

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
41	Clarification Requested: Please clarify whether "Unanswered Calls" includes calls dropped/abandoned by users during the Interactive Voice Response (IVR) navigation tree phase before reaching a live Call Centre Executive queue. We suggest evaluating this metric exclusively on the Automatic Call Distributor (ACD) queue wait phase. We would recommend to exclude such calls from penalty.	Section 5: Terms & Conditions, Page 22 Pg.Clause 5(c): Penalty on % of Unanswered Calls	Percentage of calls Unanswered Limit: Slab-wise penalties (a) Greater than (>) 0.10% - less than or equal to (<=) 0.25% - 0.5% of monthly invoice amount. (b) Greater than (>) 0.25 % - less than or equal to (<=) 0.50% - 1% of monthly invoice amount. (c) Greater than (>) 0.50 % - less than or equal to (<=) 0.75% - 2% of monthly invoice amount. (d) Greater than (>) 0.75 % - less than or equal to (<=) 1.00 % - 10% of monthly invoice amount. (e) Greater than (>)1 % - 25 % of monthly invoice amount and review of performance	Tender terms & conditions shall prevail.
42	Assuming that cost of requirement will be born by authority or billable to authority as per actual. Kindly clarify.	SECTION 3: SCOPE OF WORK(SoW) Page no.14 Pg. Clause 6	6.8.19 In case, the State Health Society, Bihar decides in future for integrating district level helpdesk or health Kiosks established in the premises/space provided by SHSB/DHS with central server the bidder/agency shall support the effort.	Tender terms & conditions shall prevail.
43	Clarification Requested: Please clarify whether regular civil/structural maintenance of the allocated room (e.g., roof leakages, structural safety, central building facilities) remains with SHSB, while interior upkeep and custom call centre modifications are handled by the bidder.	Section 3: Scope of Work, Page 12-13 Pg.Clause 5(j) vs Clause 6.8.5: Asset Maintenance	6.8.5 All types of maintenance of the space and infrastructure provided shall be borne by the bidder/agency at their own cost till the closure of the project.	Building civil/ structural maintenance of the allocated space (e.g., roof leakages, structural safety, central building facilities) are maintained by SHSB. (THE CLARIFICATION AS ABOVE IS RECOMMENDED)

Ravi Shankar Singh

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
44	We wish to highlight that the hardware cost is proposed to be incurred on a backto- back basis with the respective OEM/vendor. However, the current BoQ does not provide a separate provision for reimbursement/payment of the hardware cost. Quoting the hardware component on a per-seat basis for the entire three-year contract period may not be commercially feasible, as Bidder is required to procure the hardware upfront and make payment to the OEM/vendor in a single upfront installment. Consequently, spreading the hardware cost uniformly over the three-year period would result in a significant upfront financial burden and working capital exposure for the Bidder. We therefore request the Authority to kindly consider providing a separate line item/provision in the BoQ for the hardware component, with payment being made based on the actual procurement/deployment of the approved hardware, preferably on a back-to-back reimbursement basis against valid OEM/vendor invoices. Alternatively, the Authority may kindly permit bidders to quote the hardware cost separately as a one-time upfront cost, instead of requiring the same to be distributed on a per-seat basis over the three-year contract period. This would ensure accurate costing, commercial viability, and transparency in the financial bid, while avoiding the need for bidders to factor substantial upfront working-capital costs into the per-seat rates.	BOQ	Excel Sheet Provided	Refer to SECTION 3: SCOPE OF WORK(SoW), Point.-6 Page-13-19

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
45	Requesting authority to consider delay in delivery of brand new hardware from OEM due to global war situation. Currently OEM is taking 12 to 20 Weeks times to delivery the current hardware. In that situation requesting authority to levies no penalty on bidder.	SECTION 3: SCOPE OF WORK(SoW) Page no.13 Pg.Clause 6	6.8.17 All hardware proposed and installed by the successful bidder shall be brand new and purchased on behalf of the State Health Society Bihar (SHSB). Any refurbished or used equipment shall not be offered. SHSB shall have rights to reject such hardware installed by the bidder. In case of rejection, bidders would be required to replace the hardware, at its own cost, including installation and transportation. All the hardware procured by the bidder for the execution of the project, shall be purchased in the name of SHSB.	OEM is not mandatory (THE CLARIFICATION AS ABOVE IS RECOMMENDED)
46	Some of the the IT equipments and specification given in the RFP can be substituted with current-generation technology while meeting the project objectives and SLA requirements. Flexibility in IT equipments and specification requested. So please clarify: 1. If the requirement of any listed equipment can be met through another equipment or solution, can that equipment be omitted or replaced? 2. For the proposed items by bidder, are the specifications given in the RFP mandatory, or can the bidder propose current-generation technology with similar or better performance?	APPENDIX 2: INFRASTRUCTURE REQUIREMENTS	The RFP states under "Detailed list of items" that the list is "indicative" and includes various hardware, storage, network and security components with specification.	Detailed list of items mentioned in APPENDIX 2: INFRASTRUCTURE REQUIREMENTS are indicative and minimum criteria, agency may be procure latest technology equipment/ software/ hardware for running call centre. (THE CLARIFICATION AS ABOVE IS RECOMMENDED)

Ravi Shekhar Singh

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
47	Cost of IP video phones are relatively very high for the proposed 20 seats. Also the quantity and applicability of these IP Phones are not clearly defined in the RFP. So kindly clarify: 1. Kindly review the requirement and consider reducing the quantity if all 20 units are not essential for actual use. 2. Whether the specifications mentioned for the IP Phones in the RFP are mandatory, or whether current-generation specifications with similar or better performance can be proposed.	IP Phones with Video Call Support Pg. No. 35-36	The RFP specifies IP Phones with Video Call Support, including integrated camera and video conferencing capability.	Tender terms & conditions shall prevail.
48	Considering the sensitive nature of these complaints and the serious legal implications and penalties involved, it is requested that SHSB reconsider whether handling complaints related to PCPNDT Act violations, female foeticide and infanticide should be included within the scope of call centre services. There is a possibility of false, frivolous or motivated complaints, which may have significant legal and operational implications. Kindly review this requirement and clarify whether this activity should continue to remain within the scope of the 104 Call Centre	APPENDIX 1: SERVICES TO BE PROVIDED :5.Miscellaneous services Pg. No. 26	Complaints regarding violation of PCPNDT Act, female foeticide and infanticide	Tender terms & conditions shall prevail.

Ravi Shankar Singh

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
49	Utilization of Existing Furniture and Fixtures Kindly clarify whether the selected agency will be permitted to utilize the existing furniture and fixtures available at the SHSB Call Centre premises, provided they are in good working condition and meet the functional and quality requirements specified under the tender.	SUB CONTRACTS Pg. No. 22	1. Development of infrastructure; Any Civil Work; which includes, Demolition of existing walls or construction, Painting, Carpentry which includes, Furniture's, which may be necessary for the call centre, Electrical Connections, Electrical Fixtures, Air Conditioning of the Rooms, Flooring etc.	Refer to SECTION 3: SCOPE OF WORK(SoW), Point.-6 Page-13-19
50	We request the Authority to kindly indicate the minimum required quantity of each equipment/facility, including IT hardware, workstations, telecommunication equipment, networking equipment, power backup, furniture, and other associated infrastructure, as applicable. Clearly specifying the minimum quantities will enable all bidders to accurately assess the infrastructure requirements, estimate the associated costs, and submit their financial bids on a uniform and comparable basis. We therefore request the Authority to kindly provide a detailed item-wise list along with the minimum required quantities for the Call Centre.	Appendix 2: Infrastructure Requirements Point No. 17 & 18 Page No. 31-38	Some of the facilities /equipment's to be provided in the call centre, but not limited to is as follows:	Detailed list of items mentioned in APPENDIX 2: INFRASTRUCTURE REQUIREMENTS are indicative and minimum criteria, agency may be procure latest technology equipment/ software/ hardware for running call centre. (THE CLARIFICATION AS ABOVE IS RECOMMENDED)

Dr Ravi Prakash Singh

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
51	Please confirm whether engagement of specialised third-party OEM/system-integrator vendors for supply, installation and commissioning of specific technology components (e.g., EPABX, CRM software, IVR, PRI leased-line connectivity) under the agency's own contract and supervision would be treated as permitted procurement (not sub-contracting), since this is standard industry practice for setting up call centre infrastructure.	Section 5, Cl. 7 (Sub-Contracts) Pg.23	Sub-letting/sub-contracting is disallowed except for (i) civil/infrastructure development work, (ii) housekeeping & security services, and (iii) AMC of equipment and machines.	Tender terms & conditions shall prevail.
52	Clarification Requested: As the call centre is housed within SHSB premises, please clarify if a sub-meter will be installed to calculate actual usage, or if a fixed monthly utility charge will apply. Please also clarify if space for the physical placement of the Diesel Generator will be provided by SHSB free of rent.	Section 3: Scope of Work, Page 13 Pg.Clause 6.8.2: Electricity & Back-up	6.8.2 The agency/bidder shall be required to get electricity connection and a back-up Diesel Generator (DG) set for establishing 20-seater comprehensive & integrated, 104 call centre for public health grievance, health helpline and medical advice in Bihar. The electricity bill and DG set expenses will be borne by the bidder/agency.	Space for the setup of DG Set will be provided by State Health Society, Bihar and all the cost including shed with civil work will be borne by agency. Agency may setup/deploy the DG Set on Leasing/rental basis. (THE CLARIFICATION AS ABOVE IS RECOMMENDED)

Ravi Shankar Singh

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
53	Clarification Regarding DG Set Provision and Ownership We seek clarification regarding the proposed Diesel Generator (DG) setup under the scope of work, specifically on the following aspects: a. Ownership and Maintenance: We propose that the ownership of the DG facility remain with SHSB, while the responsibility for its operation and maintenance may be assigned to the selected agency. Arranging and establishing such infrastructure within a Government building may otherwise pose operational and administrative challenges for the agency. b. Leasing/Rental of DG Set: Kindly clarify whether the agency may deploy the DG set on a lease or rental basis instead of outright procurement. If permitted, please confirm whether such an arrangement would be acceptable under the terms and conditions of the project. c. Space, Shed and Civil Works: Kindly confirm whether the Office of the State Health Society, Bihar (SHSB) will provide the required space, including a suitable shed and necessary civil works such as the construction of an appropriate platform/foundation for installation of the DG set.	Infrastrcuture Pg. No. 13	6.8.2 The agency/bidder shall be required to get electricity connection and a back-up Diesel Generator (DG) set for establishing 20-seater comprehensive & integrated, 104 call centre for public health grievance, health helpline and medical advice in Bihar. The electricity bill and DG set expenses will be borne by the bidder/agency.	Ownership & Maintenance of DG set is selected bidder. all the cost including shed with civil work will be borne by agency. Agency may setup/deploy the DG Set on Leasing/rental basis. (THE CLARIFICATION AS ABOVE IS RECOMMENDED)

Sl. No.	Requested by the bidder	Reference in the tender document	Relevant clause as published in the tender	Clarifications/ Recommendations of the technical committee
54	Considering that mobilization is dependent on several SHSB-side actions (handover of space, PRI/toll-free number allotment, 104 short-code activation, directory of health facilities, algorithm/SOP approval), please clarify whether the 90-day period will commence only from the date all such SHSB dependencies are fulfilled, and whether delays attributable to SHSB will be excluded when computing this penalty.	Section 5, Cl. 4(i) Pg.22	Agency must commission and start services within 90 days of signing of contract, failing which a penalty of 10% of Performance Security for every 30 days' delay (or part thereof) may be imposed.	Tender terms & conditions shall prevail.

Ravi Shankar Singh
17/09/2026
DR. Ravi Shankar Singh
Regional Director, ROHFW, GoI, Patna

17/09/26
Shri Onkar Kumar
Finance Manager
State Health Society, Bihar

17/09/26
Shri Priya Ranjan Raju
JS-Cum-I/c 104 Call Centre
State Health Society, Bihar

17/09/26
Shri Rajesh Kumar
Administrative Officer
State Health Society, Bihar

17/9/26
Dr. Pranay Raj Sharan Sinha
Director in Chief
Health Services, Health Department, GoB

राज्य स्वास्थ्य समिति, बिहार

CORRIGENDUM

1. With reference to the Notice Inviting Tender **e-tender (NIT) Reference No.06/2026-27 published in different newspapers, by PR No.-010879(B&C) 26-27** and uploaded on the website ***"https://eproc2.bihar.gov.in"***, for selection of agency for establishment of 20-seater comprehensive & integrated,104 call centre for public health grievance, health help line and medical advice in Bihar, the Pre-Bid meeting was held at **11:30 AM on 07.09.2026** in the Conference Hall, State Health Society, Bihar, 4th Floor, Swasthya Bhawan, Sheikhpura, Patna.

2. State Health Society, Bihar decides to the following amendment in the RFP.

605

Sl. No.	Relevant clause as published in the tender	Amendment
1	SECTION 3: SCOPE OF WORK(SoW), Page No.-12-19	**Amendment in the SECTION 3: SCOPE OF WORK(SoW) as Point No.- 6.13, 6.14 & 6.15 as follows:** **6.13 (Need-Based)** The selected bidder shall deploy an intelligent, voice-based conversational IVRS to handle incoming call intake using a pre-defined screening questionnaire, as per the instructions and requirements of the SHSB. The system must process callers' spoken answers in real time, evaluate their responses against set logic, and dynamically route them to the live agent. The voice bot should understand English, Hindi and Regional languages. **6.14 (Need-Based)** The selected bidder shall provide an AI-powered chatbot as an additional digital channel through Mobile App or WhatsApp for the 104 Health Helpline, and implement the same as per the instructions and requirements issued by the Office from time to time. The chatbot shall support citizens in obtaining health-related information and accessing other approved 104 Health Helpline services. The chatbot shall: I. Be available 24×7 and support Hindi and English & other local dialects. II. Understand and respond to citizens' queries in natural language. III. Provide general information on nearest Government Health facility, Govt. health schemes such as JBSY, AB-PMJAY etc. as approved by SHSB or as instructed by the Office. IV. Identify queries requiring human intervention and advice/transfer/escalate them to 104 Call Centre. **6.15** The selected bidder shall design, develop, implement, host, and maintain an end-to-end web responsive Grievance Redressal System Portal along with real-time live Dashboards, strictly as per the instructions, workflow, and specifications approved by the Office. Selected bidder shall also develop Feedback weblink and create Unique QR Code for each & every Govt. Health Institution/Hospital and create analytics page with Filter Analysis, Performance Matrix etc as per instructions and requirements of the SHSB.

Note:

1. Amendment in the RFP, as mentioned above is applicable to the bidders.
2. Other terms and conditions of the RFP shall remain the same.

18/9/25

Executive Director
State Health Society, Bihar