

PROCEEDINGS OF THE PRE-BID CONFERENCE HELD UNDER THE CHAIRMANSHIP OF MANAGING DIRECTOR PHSC ON 24.5.2017 AT 11.00 AM IN THE COMMITTEE ROOM OF PHSC REGARDING 104 MEDICAL HELPLINE LINE.

A list of the participants is enclosed as Annexure A&B.

2. Following six companies participated in the pre-bid conference.

- i) GVK EMRI Hyderabad.
- ii) ATS/OASIS New Delhi.
- iii) Surevin Limited Bhopal.
- iv) ZHL Mumbai
- v) XEAM Ventures Pvt. Ltd.,
- vi) Spice Digital.

3. During the meeting, GVK EMRI submitted a letter dated 23.05.2017 which was taken on record. Following replies were given on the queries raised by GVK and others.

SN	QUERY	REPLY
1	<p>The Government of Punjab is running an inbound Medical Helpline.</p> <p>May bidder know the followings:</p> <ol style="list-style-type: none"> a) How long this call center is operational and with how many seats? b) The current manpower strength role wise and their contract period. c) Average CTC of each role. d) Is there any binding to selected service provider to take existing manpower? e) Can bidder assume that existing software application will be handed over to selected service provider and will be maintained by existing provider? 	<ol style="list-style-type: none"> a) The Call Centre is operational since June 2013 with five seats, which were upgraded to ten seats. b) As regard to the strength of the manpower the operator has to contact with the existing operator to know the strength as State Govt. has specified the minimum norm of the calls per seat. c) No CTC is available with us as fixed quoted amount is being paid. However, in the tender adherence of minimum wages has been specified. d) There is no binding for keeping existing manpower e) Existing software is a property of the Govt. However, the maintenance issue to be sorted out in the existing operator depending upon the source of the development.
2	<p>Appointment of nodal officers at H.Q. level (in each Directorate and at District level to address the grievances and other issues)</p> <p>Please elaborate the role of the Nodal officer and count of required Nodal Officers.</p>	<p>This is an internal State Govt. issue, however, to make the 104 Helpline more effective, designated Monitoring cell will be set at H.Q. level and District level, Nodal Officers will be appointed to coordinate with the operator for early sorting out of grievances</p> <p>The new system suggested for escalation has to be adopted</p>

SN	QUERY	REPLY
	<p>We suggest, as complaint will be escalated to concern authority from call center, this requirement may be deleted, however supervisory team of selected service provider should oversee the closure and feedback process.</p>	
3	<p>The bidder will be solely responsible for obtaining all statutory approval required for operating such services, if any required.</p> <p>In case there is any specific requirement, please specify.</p>	<p>The operator has to oversee at his own level as to what statutory approvals are required. However, Govt. will facilitate in obtaining such approvals.</p>
4	<p>Ensure the closure of Grievances as per following TAT timelines</p> <p>Can bidder know criteria to understand Emergency, Important and Others, otherwise we suggest to keep all complain into one bracket with one TAT.</p>	<p>The criteria will be shared with the selected bidder which is well defined.</p>
5	<p>14. Carry out the demonstration of the solution to the MD, PHSC within 10 days of award of contract and submit satisfactory trials report</p> <p>Whether this can be clubbed with the above demo (pt.11) or we need to give exclusive demo</p>	<p>This can be given in a clubbed manner.</p>
6	<p>16. Manage the data generated through fail proof Data Storage System and arrange for furnishing of Daily Reports to designated Health Department Officials.</p> <p>Can bidder know about existing data storage system and capacity?</p>	<p>The existing data is kept on the server. For back up, the existing operator has tied up with their Mumbai office. The existing capacity is good enough to store the data for more than three years.</p>
7	<p>Carry out demonstration of the existing Solution for Health Information Helpline (Call Centre) with detailed Specifications of Hardware & Software within 10 days of selection.</p> <p>Is that we need to maintain the existing solution or we have to develop new solution for the requirement and to whom we need to demonstrate?</p>	<p>The operator can maintain the existing solution or if the operator deem fit, new solution can be brought to the satisfaction of the State Govt. However, the system should be capable and secured enough to provide requisite output as defined in the RFP.</p>

SN	QUERY	REPLY
8	<p>Carry out demonstration of the existing solution for Health Information Helpline with detailed Specifications of hardware & software within 10 days of selection.</p> <p>Can bidder assume that the selected operator to take over existing hardware and software and to demonstrate execution ability with existing infrastructure?</p>	<p>Reply to this question has already been given at Sr. No 7.</p>
9	<p>The bidder whose proposal is accepted and award issued shall have to deposit within 10 days of award of contract, of an amount of Rs. 5 Lacs in prescribed format.</p> <p>In section 6 page no 15 it is mentioned that the amount is Rs. 10 Lacs which is contradictory, please clarify.</p>	<p>The EMD deposit will be Rs. 10 lacs. Necessary corrections will be made in the RFP.</p>
10	<p>7. a. Number of Calls Unanswered '0'-20 points.</p> <p>We suggest to re phrase the parameter as "No. of Calls Unanswered beyond 10 Seconds) Because calls disconnected before 10 seconds are primarily due to Telecom issues.</p>	<p>The suggestion was agreed.</p>
11	<p>d. In case 104 Medical Helpline is not operational within 15 (ten) days from the date mentioned in the work order, a penalty shall be imposed at the rate of Rs.10000/- per day.</p> <p>A minimum 30 (Thirty)days to be allowed to selected bidder to take over, recruitment, training, testing of HW & SW etc in case selected bidder to take over and operationalise.</p>	<p>30 days time agreed. However, the State Govt. will make the arrangements with the existing operator to provide handholding support to the new operator.</p>
12	<p>All types of Complaint Registration including complaints relating to PNDT, Food and Drugs, Birth and Deaths Certificates, MTP. Non availability of services under any Programme specifically under Janani Shishu Suraksha Karyakram (JSSK) and any other regulations being implemented by Department.</p>	<p>The requisite data is available with the existing operator, which will be made available to the operator who wins the contract.</p>

SN	QUERY	REPLY
	Please elaborate as this relates other department's data also. How we need to access such data base	
13	<p>7.4 List of inventory of facilities/equipment in 104 medical helpline is enclosed as annexure 8.</p> <p>Annexure 8 is missing in the document. please provide the details.</p>	A list of inventory was provided to all the bidders present. It will be also be loaded on the website along with proceedings.
14	<p>Function as Mother Child Tracking System (MCTS) Call Center for maintaining and validating records of beneficiaries in MCTS Portal, to coordinate with beneficiaries for availing the due services on time and informing the beneficiaries regarding benefits available to them in other schemes.</p> <ul style="list-style-type: none"> • Do we need to handle MCTS call center also? • Is it require out bound call to beneficiary? <p>How to get the MCTS data on daily basis?</p>	Yes. MCTS outbond call centre has to be handled by the operator. The data will be made available by NHM.
15	<p>To operate as a resource centre for ANMs, ASHAs, LHV and other health workers to respond to their queries</p> <p>We need more clarity as this is related to MCTS.</p>	Adequate information is available with the existing operator. This will be shared with the winning bidder. The necessary SoP will be made available for the use by ANM, ASHA, and LHV. In case any of them require any help that will be provided by the Helpline.
16	<p>Each workstation shall be latest state-of-the-art PC with Color TFT Monitor, USB bases optical Mouse, Key board etc.</p> <p>Is that we need to procure new desktops ?</p>	The existing Hardware can be used If operator feels that in order to bring cost effectiveness, some upgradaton is required then this can be done at their own level A copy of the inventory has also been given and enclosed as <u>Annexure-C</u> .
17	<p>The software developed or customized for the system shall be audited by the agency from a security & controls perspective</p> <p>Whether we need to conduct periodically or one time activity ?</p>	It is the one time activity. The standard IT Industry norms should be adopted.

SN	QUERY	REPLY
18	<p>GENERAL</p> <p>Is application need to enable for 3 languages (English, Hindi, and Punjabi)? If require, Initially will go with English later in 6 months period can extend for Hindi and Punjabi.</p>	This is not accepted.
	Agent structure for inbound/out bound.	Flexibility will be with the operator to use seats for inbound / outbound depending upon the load on each activity
	Current dashboard parameters	Will be shared only with the winning operator.
	Integration with any other third party services shall be facilitated by Govt.	Integration
19	<p>PROPOSAL</p> <p>Request to allow minimum 10 days from the date of reply of the queries.</p> <p>This issue was also raised by all other participants.</p>	The proposal submission date is shifted to 6 th June 2017 on the same venue and time.
QUERIES RAISED BY OTHER BIDDERS		
1	One of the bidder sought the clarification whether there is a price preference for small scale businesses.	It was clarified that State don't have such policy for preferences in cost or in eligibility criteria.
2	One of the bidder asked that whether there is a mandatory on the part of the bidder to have call centre licence from DoT.	It was clarified that it is a Medical Helpline require a specialized manpower so it has not been put as one of the eligibility paramters. Only the experience for inbound call centre with a minimum of 10 seats for at least 3 years is required. However, the experience of running inhouse call centre / help desk for bidders own operations or their partner / associates operation will not be counted and only experience of running a call centre for third party clients will be considered
3	All the bidders requested for visiting the call centre to assess the technical paramters and other space parameters.	It was announced that any bidder who wish to visit the centre can go today and representative of the ZHL was asked to facilitate their visit. In future, if any bidder requirue to visit call centre, a due authority should be taken from PHSC after submitting a request.

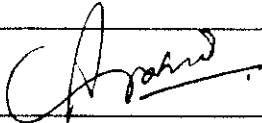
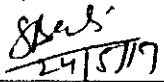

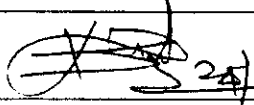
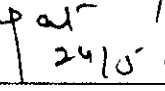
SN	QUERY	REPLY
4	One of the bidder observed that 300 calls per day per seat are too optimistic.	It was agreed that requisite revision in the per seat per call norm will be revised. It was felt that the maximum calls should be 150 and minimum calls should be 80. There should not be any abandoned call and the bidder will ensure that outbound calls are made to any call which is abandoned due to heavy traffic.
5	One of the bidder asked for clarification whether the operator has to operate on the BSNL lines or has to take alternate private operator line in case of any breakdown.	There is one PRI line with 12 channels, which can be expanded up to 30 channels. There are two landlines for outbound calls. The bidder has to rely on BSNL connection only.

Meeting ended with the vote of thanks to the Chair.

ATTENDANCE SHEET

PRE-BID CONFERENCE


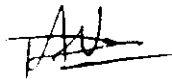



Regarding 104 Medical Helpline held on 24-05-2017 at 11.00 am.
In the CR of PHSC, Sahibzada Ajit Singh Nagar (Mohali)


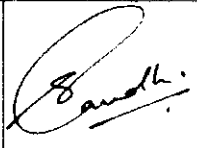
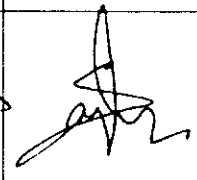

Sr. No.	Name of the Officer	Designation	Signature
1.	Dr Sanjeev Babita	D. Director DHS	
2.	Dr. Sumanbali	Depty Dir. PHSC	 24/5/17
3.	Vipin Sharma	Director (PEP)	
4.	DR. SHASHI KANT	J.R. NIHM	 24/5/17
5.	Navdeep Gautam	Consultant Policy & Planning	 24/5/17
6.			
7.			
8.			
9.			
10.			
11.			
12.			

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PRE- BID CONFERENCE

Regarding 104 Medical Helpline held on 24-05-2017 at 11.00 am.
In the CR of PHSC, Sahibzada Ajit Singh Nagar (Mohali)

Sr. No.	Name of the Company/ Individual	Name of the Representative Attending Meeting	Designation	Mobile No.	E-mail ID	Signature
1.	GVK EMRI <u>MEHUL SUKUMARAN</u>	- do -	STATE HEAD	7832910801	mebul_sukumaran@emri.in	
2.	GVK EMRI P. ANIL VARMA	P. ANIL VARMA	ASSOCIATE PARTNER (ITIS)	9866035553	anilvarma_p@emri.in	
3.	GVK EMRI ASHOK THAKUR	ASHOK THAKUR	ITIS	7807108101	GVKEMRIHP@GMAIL.COM	
4.	G.V.K. EMRI NP Tirlok Sharma.	Tirlok Sharma	C.S.	7807108508	"	
5.	Anu Sharma ATS/OASIS	Anu Sharma	So. Manager	9592915641	Anu.Sharma@24lu.in Anu.Sharma@24lu.in	

6.	Surevin Limited Bhopal	MANISH PRAJAPATI	HEAD Business	8461000489	Manish.Prajapati @surevin.net	
7.	Sunil Gaudhi Ziptra Health Care Limited	Sunil Gaudhi	Project Head.	9888282229	Sunil.gaudhi@ zhl.in	
8.	Sanjev Sharma XEAM Ventures Pvt Ltd.	Sanjev Sharma	Manager - Business Development	9915752595	sanjev.sharma @xeamventures .com	
9.	Sonia Sharma Spice Digital	Sonia Sharma	BDM	8298012871	sonia.sharma @spicedigital .in	
10.						
11.						

Sr.No	Item	Given to User	Spare	Physically Damage	Total Qty	Company	Remarks
1	Dell Desktop Machines	10+1			11	Dell	OK
2	Dell Desktop LCD/LED	11+1			12	Dell	OK
3	Keyboard	11+1			12	Dell+Microsoft	OK
4	Mouse	11+1			12	Dell+Microsoft	OK
5	IP Phone	10+1	1		12	Grandstream	OK
6	Headsets	10	3		13	Aria+Vonia	OK
7	Dell Laptop				1	Dell	OK
8	Quality Headphone (Intex)	1			1	Intex	OK
9	Multimedia Speaker (Enter)				1	Enter	OK
10	Netbook/Laptab						
11	2 Port Pri card				1	Caudalfin	OK
12	Data card						
13	Server's				2	IBM	OK
14	Patch Panel				2	D-link	OK
15	Network Switch				2	Cisco	OK
16	DVD Writer				1	LG	OK
17	UTM/Firewall				1	NG(cr15ing)	OK
18	Wifi device / Router				1	TP-Link	OK
19	Load Balancer						
20	Monitor Console						
21	KVM switch				1	Belkin	OK
22	Server Rack				1	MTS Infonet	OK
23	BSNL Pri Modem				1 pair	Mrotek	OK
24	PRI Modem of ZHL						
25	USB Portable HDD				1	WD	2TB(OK)
26	SAN storage						
27	NAS storage						
28	DVR				1	Hikvision	OK
29	CCTV Camera				4	Hikvision	OK
30	Printer(HP LASER JET 1536 DNF MFP)				1	HP	OK
31	Projector						
32	Television						

33	EPABX						
34	Toner Cartridge (HP)		1		1	HP	OK
35	Aria agent Dialer Licence	10			10	Aria	Aria Dialer(OK)
36	EDS				1	Cert	OK
37	MRES-CAD						
38	Analog Phones						
39	Digital Phones						
40	Biometric				1	Zicom	OK
41	Bsnl Landlines				2	Bsnl	OK
42	BSNL PRI lines				1	Bsnl	OK
43	Private PRI lines						
44	Connect (ILL 2MBPS)				1	Connect	OK
45	FTTH						
46	Microsoft Windows Server 2012				1		OK
47	Microsoft SQL 2012				1		OK
48	Microsoft Office(excel 2013)				2		OK
49	Antivirus				1	Symantec	OK
50	Microsoft Access						
51	Tally						
52	Sensys Payroll software						
53	Sun system (Infor).						
54	stream digital sinage						
55	Video conferencing						
56	Other license (Please mention the name in remarks columns).						
57	MMU Software						
58	Marg						
59	Tableu						
60	PRO-QA						
61	GPS Device						
62	Button Panel						
63	Fuel Sensor						
64	MDT						

65	UPS(APC) 6KVA				2	APC	OK
66	UPS Batteries				32	EXIDE	26 AH(OK)
67	Genset (kirloskar)30 Kva				1	Kirloskar	OK
68	Invertor						
69	Tracking portal (Please metioned in						
70	Other Hadrware (Please mntioned in						
71	Rented Desktop						
72	Water Dispenser				1	Voltas	
73	White Board				1		
74	Chair				25	Geeken	
75	Table				4		
76	Mobile Drawer Unit				10		
77	Side Storage with 2 drawer				3		
78	Air Conditioner 1.5 Ton				2	Voltas	
79	Air Conditioner 2 Ton				1	Voltas	
80	Air Conditioner 1 Ton				1	Voltas	
81	Air Conditioner Steplizer				4	V - Guard	
82	Ceiling Fan				3	Havells	
83	Sandwich Board				4		
84	Workstation				10		