



राज्य स्वास्थ्य समिति, बिहार



Swasthya Bhawan, Sheikhpura, Patna-14

GOVERNMENT OF BIHAR

DEPARTMENT OF HEALTH

e-tender (NIT) Reference No. 06/2026-27

Request for Proposal (RFP) 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

e-Tender (NIT) Reference No.: 06/2026-27

e-Procurement Mode Only

<https://eproc2.bihar.gov.in>

NOTICE INVITING TENDERS

1. The State Health Society, Bihar (SHSB), Patna intends to select agency via e-tendering for establishment, operationalization and maintenance of 20-seater comprehensive & integrated "104 call centre" for public health grievance, health helpline and medical advice in the state of Bihar, and invites bids from eligible organisations, in providing the services as mentioned in this Request for Proposal (RFP).
2. The Agency shall be responsible for financing, design, build, equip, operate, maintain and manage & transfer of comprehensive & integrated 104 call centre for public health Grievance, health helpline and medical advice in Bihar for the State Health Society, Bihar (SHSB), Patna.
3. 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://eproc2.bihar.gov.in>, shall contact the helpdesk at the following address, "Mjunction Services Limited, RJ Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashiana Road, P.S. - Shastri Nagar, Patna 800 014, Bihar, e-mail id: eproc2support@bihar.gov.in, Toll Free Number- 18005726571 (Working Hours: 8AM to 7PM, All days in week except Sunday and few selected state holidays)".

4. Schedule of Events:

Sl.no.	Event Description	Timeline
4.1	Bid Submission Start Date & Time	01/09/2026 (Tuesday) from 11:00 AM, on e-Procurement Portal (https://eproc2.bihar.gov.in)
4.2	Last date & time for submission (upload) of online bidding document.	28/09/2026 (Monday) till 05:00 PM, on e-Procurement Portal (https://eproc2.bihar.gov.in)
4.3	Last date & time for submission of EMD (Online Mode)	28/09/2026 (Monday) till 05:00 PM, on e-Procurement Portal (https://eproc2.bihar.gov.in)
4.4	Time, Date of opening of Technical Bid	29/09/2026 (Tuesday) at 1:00 PM on e-Procurement Portal (https://eproc2.bihar.gov.in)
4.5	Time, Date of opening of Financial Bid	To be announced later on the e-Procurement Portal (https://eproc2.bihar.gov.in)
4.6	Pre-bid meeting (Date & time)	07/09/2026 (Monday) at 11:30 AM
4.7	Pre- bid meeting venue	Conference Hall, State Health Society, Bihar, 4 th Floor, Swasthya Bhawan, Sheikhpura, Patna-800014

Note: -

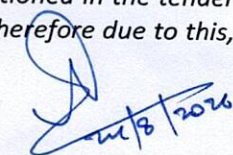
- (i) Interested tenderers may obtain further information about this Notice Inviting Tender (NIT) from the office of the State Health Society, Bihar (SHSB).
- (ii) No tender will be accepted after closing date and time in any circumstances.

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5. Tenderer may also download the tender documents (complete set of the document is available on website) from the e-procurement portal (<https://eproc2.bihar.gov.in>) and submit its tender by using the downloaded document.
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>). No bidder is exempted from deposit of EMD as mentioned in the tender document.
7. Tender Processing Fee (TPF) amount for the sum of Rs. 1180/- (Eleven hundred 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 empanelled by Government of Bihar for centralized e-Procurement.
8. The technical and financial bids must be submitted through e-Procurement Portal (<https://eproc2.bihar.gov.in>) before the date and time specified in the NIT. The SHSB will not 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."
9. 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://eproc2.bihar.gov.in>) at the respective stage(s) only.
10. 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://eproc2.bihar.gov.in>).
11. The Bid shall be submitted online as mentioned below: -

(1) Earnest Money Deposit (EMD)	Online Mode
(2) Technical Bid	Online (Cover – Technical Stage)
(3) Financial Bid	Online (Cover – Cost Bid Stage)
12. The technical bids will be opened (in e-mode/online) on the date **29/09/2026 (Tuesday) at 1:00 PM**. 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.
13. In the event of any of the above-mentioned dates being declared as a holiday/ closed day for the State Health Society, Bihar, the tenders opened on the next working date at the scheduled time.
14. The SHSB reserves the right to accept or reject any or all tender or change the terms and conditions of the RFP or cancel the RFP without assigning any reasons at any stage and time.
15. For further enquiry and information, please contact to the following officers at office during office hours 10:00 AM to 6:00 PM on all working days -
 - I. Sri Priya Ranjan Raju, BAS, OSD, SHSB
 - II. Sri Kaushal Kumar, Data Officer, SHSB
16. All further, notifications/amendments (if any), shall be posted on <https://eproc2.bihar.gov.in>. No separate communication shall be made to individual bidders.

Disclaimer: Please note, in the "Estimated value box" on the e-procurement portal (<https://eproc2.bihar.gov.in>), "Zero" has been mentioned, by State Health Society, Bihar (SHSB). However, the bidders will be required to do financial estimations on their own and quote the bids based on the terms and conditions mentioned in the tender document. The actual value of the project depends on the L1 rate decided by this tender and therefore due to this, it has been mentioned "Zero".

Executive Director
State Health Society, Bihar (SHSB), Patna