

No. O-11011/26/2016-CWF/CPU
 Government of India
 Ministry of Consumer Affairs, Food & PD
 Department of Consumer Affairs

Krishi Bhawan, New Delhi
 The 29th September, 2016

E-Tender Notice

SUBJECT: INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR SEETING UP
 AND RUNNING A ZONAL CONSUMER HELPLINE (ZCH) AT GUWAHATI

CRITICAL DATE SHEET

Published Date	29.09.2016
Bid Document Download/Sale Date	29.09.2016
Bid Submission Start Date	29.09.2016
Bid Document Download/Sale End Date	19.10.2016
Bid Submission End Date	19.10.2016
Bid Opening Date	21.10.2016

Online e-tenders are invited by the Ministry of Consumer Affairs, Food & PD, Department of Consumer Affairs under 2 bid systems (**i.e. Technical Bid and Financial Bid**) for expression of interest (EOI) for setting up and running a zonal consumer helpline (ZCH) at Guwahati as attached.

2. The tender is in two-bid system i.e. Technical Bid as in Annexure-III and financial bid as in Annexure – IV.
3. The tender document can be downloaded from the website of <http://eprocure.gov.in> from 29th September, 2016.
4. The interested bidders may submit the tender online in all respect along with EMD of Rs. 10,000/- (Rupees ten thousand only) (without interest).
5. Tenders are to be submitted only online through e-Procurement Portal. All the documents in support of eligibility criteria, EMD etc. are to

be scanned and uploaded along with the tender documents.

6. The competent authority in the Department of Consumer Affairs reserves the right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, there for.

(M. A Chaudhary)
Under Secretary to the Govt. of India
Telefax No.-23381120

1. All Ministries/Departments for circulation among their contract holders.
2. PSA, NIC, Department of Consumer Affairs with the request to place the aforesaid notice on the website of the Department for wider publicity.

**Government of India
Ministry of Consumer Affairs, Food & PD
Department of Consumer Affairs**

Open Tender No. O-11011/26/2016-CWF

TENDER DOCUMENT

**INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR SETTING UP
AND RUNNING A ZONAL CONSUMER HELPLINE (ZCH) AT
GUWAHATI**

No. O-11011/26/2016-CWF/CPU
Government of India
Ministry of Consumer Affairs, Food & PD
Department of Consumer Affairs

Krishi Bhawan, New Delhi
The 29th September, 2016

OPEN TENDER NOTICE

**INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR SEETING UP AND
RUNNING A ZONAL CONSUMER HELPLINE (ZCH) AT GUWAHATI**

Online bids are hereby invited under **two-Bid System**, i.e **Technical Bid and Financial Bid**, from interested Service Providers/Organisations for setting up and running a Zonal Consumer Helpline (ZCH) on a pilot basis for an expected period of about 2 years. The Service Providers/Organisations will also be responsible for ensuring the services/ functionality of the ZCH.

2. The bid will be accepted through e-tender only and intending bidders must be registered with the Central Public Procurement (CPP) Portal i.e <http://eprocure.gov.in> . For overview of the scope, pre-qualification criteria, bidding terms and conditions and suggested response formats, please visit our website <http://www.consumeraffairs.nic.in>.

3. The tender document contain the following:

- Annexure-I -- "Instructions for Online Bid Submission"
- Annexure-II -- "Scope of Work and General Instructions to Bidders"
- Annexure-III -- "Proforma for Technical Bid"
- Annexure-IV -- "Proforma for Financial Bid"

4. **Important Dates for the activities of the Bidders:**

1. Start date and time for view/downloading of

tender document	29.09.2016
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2. Start date and time for submission of bid	29.09.2016
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3. Last date and time for downloading tender document	19.10.2016
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4. Last date and time for online submission of bid	19.10.2016
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& submission of EMD in original.

(v) Date & time for opening of Technical Bid	21.10.2016
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5. In case, any holiday is declared by the Government on the day of opening, the tenders will be opened on the next working day at the same time. The Ministry reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

(M. A Chaudhary)
Under Secretary to the Govt. of India
Telefax No.-23381120

Annexure-I**Open Tender No.O-11011/26/2016-CWF****Instructions for Online Bid Submission**

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Click here to Enroll". Enrolment on the CPP Portal is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid e-mail address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/TCS/n Code/e Mudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC/e Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 2) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and they should be in PDF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while

submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
 - 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
 - 3) Bidder has to select the payment option as “offline” to pay the tender fee/EMD as applicable and enter details of the instrument.
 - 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be dropped in a sealed envelope in the Tender Box installed at R&I Section, Room No.50, Ground Floor (near Gate No.6, Krishi Bhawan, New Delhi-110001 latest by the last date of bid submission. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
 - 5) Bidders should upload their financial bids in PDF format in the proforma given at Annexure IV. Bids for stationery items are to be made in the proforma given at Annexure- IV.
 - 6) The serve time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
 - 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology.
 - 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
 - 9) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid number and the date & time of submission of the bid with all other relevant details.

- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Procuring entity/Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Foreign bidder can get help at +91-7878007972 & 7878007973.

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ANNEXURE-II

I Scope of Work and General Instructions for Bidders

The mandate of the Department of Consumer Affairs (DOCA) in the Ministry of Consumer Affairs, Food & Public Distribution, Government of India is consumer advocacy which involves enabling consumers to make informed choices; ensuring fair, equitable and consistent outcomes for consumers; and facilitating timely and effective consumer grievance redress. For handling the grievances/complaints of the consumers the Department operates a National Consumer Helpline with a toll free number 1800-11-4000, to deal with a multitude of problems arising in their day-to-day engagement with the market, business and service providers. Consumers from all over the country can access the toll-free number 1800-11-4000 and seek telephonic counseling for problems that they face as consumers relating to various sectors. The service is available in English and Hindi. With a view to cater to the needs of the consumers in the north-eastern region in the regional languages of the states, it has been decided to set up a Zonal Consumer Helpline (ZCH) at Guwahati.

2. The Department of Consumer Affairs, Govt. of India, therefore, invites applications from registered Service Providers/Organizations for setting up and running a Zonal Consumer Helpline based at Guwahati, to cover the states of Assam, Meghalaya, Mizoram, Nagaland, Arunachal Pradesh and Manipur.

3. The objectives of the ZCH would be:

- (i) To attend to the telephonic calls from consumers and provide information to the callers and register their complaints;
- (ii) To provide advice and counseling to consumers in redressal of their grievances; and
- (iii) To assist the Consumers in registering their complaints in the appropriate consumer fora.

4. The ZCH will be set up and run initially for 2 years on a pilot basis. ***The ZCH will function directly under the control of this Department*** and shall be networked with the National Consumer Helpline (NCH) using a common platform/Software. The ZCH will take up the complaints of the consumers with the private companies/manufacturers/service providers.

5. The Service Provider/Organization will provide services in English, Hindi and local languages of the States covered for eight hours' duration on all working days from 9.30 AM to 5.30 PM. ZCH will also facilitate consumers to register their complaints online after office hours and on holidays.

ELIGIBILITY

6. The interested Service Providers/Organizations should satisfy the following eligibility criteria: -

- (i) Must be a non-profit organization registered under Societies Registration Act or Trust Act; and

Should have been engaged in consumer protection/ consumer welfare/ grievance redressal activities, having at least two years' experience in the field of Consumer protection, working in the area of, Consumer Awareness and Education, b. Consumer Advocacy, c. Mediation, d. Complaint Redressal

Or

Should have at least two years' experience of running a call centre for a Government Department or Public Sector Undertaking.

- (ii) Financial position of the organization should be sound enough with minimum average annual scale of operations of Rs.1 Crore during last three years (audited statement of last three years to be attached showing sources of income)
- (iii) Should have infrastructure facilities, resources, and experience to undertake this activity in an uninterrupted manner for a minimum of three years as per norms and standards prescribed.
- (iv) The applicant must certify that it has not been blacklisted or does not have any penalty/action against it anywhere in any Department.

7. OTHER TERMS AND CONDITIONS

The applicant shall --

- (i) employ staff to operate 10 workstations to attend voice calls/emails and attend to the consumer grievances, which should include capabilities to respond in English as well as languages contained in the Eighth Schedule of the Constitution of India and spoken in the region, i.e., Assamese, Bengali, Bodo, Hindi and Manipuri. The staff should be suitably qualified in consumer complaint handling, Counselling, and guidance. Minimum educational qualifications have been given in APPENDIX -1.
- (ii) Provide infrastructure for running the office including space, computers and other peripherals, telephone lines, internet facility, office furniture, etc.

- (iii) Receive calls and facilitate walk-in counseling during 9.30 AM and 5.30 PM.
- (iv) Facilitate to record all calls received beyond office hours and on holidays with all the information, and capture all the required information on the next working day, and ensure responses are sent to the complainants promptly.
- (v) The system should enable any consumer anywhere in the States of *Assam, Meghalaya, Mizoram, Nagaland, Arunachal Pradesh, Manipur* and even outside to register a complaint, or seek information and guidance through telephone or email in the local language.
- (vi) Produce a monthly report of data, indicating activities undertaken classifying the nature of complaints on sectoral and geographical basis, information provided, services rendered, cases filed and submit a status report to Department of Consumer Affairs, Govt. of India ~~and the concerned State Governments.~~
- (vii) To get the grants received and expenditure incurred audited through Chartered Accountant every year.
- (viii) Allow inspection/Audit by the Department as and when directed.
- (ix) Abide by all Government Rules, including the General Financial Rules, 2005 regarding running of such a Service Centre.

8. **RESPONSIBILITY OF THE DEPARTMENT OF CONSUMER AFFAIRS:**

- (i) The Department of Consumer Affairs will reimburse on fixed costs, subject to actuals, whichever is lower to meet the expenditure on running the ZCH.
- (ii) Any excess expenditure over and above the fixed cost to be borne by the applicant.
- (iii) The Department, from its side, will provide Customer Relationship Management(CRM) software and training to the staff.

9. The interested Service Providers/Organisations are required to deposit refundable Earnest Money Deposit (EMD) of Rs 10,000/- (Rupees ten thousand only). The EMD will have to be in form of a crossed demand draft (DD) in favour of "PAO, Department of Consumer Affairs, New Delhi" from a nationalized bank. The EMD will be forfeited if the tenderer retracts from his offer for whatever reasons. **Tenders received without EMD will be summarily rejected.** The EMD in respect of unsuccessful bidders will be returned after award of the Project.

9.1 Financial bids of the shortlisted bidders will be opened by the Bid Opening Committee, the date, time and venue of which will be intimated to them through e-mail.

10. The e-tenders have been invited under **two bid system i.e. Technical Bid and Financial Bid**. The interested Firms are advised to submit their bids "on-line" by visiting the Govt. of India, Central Public e-Procurement (CPP) Portal i.e <http://eprocure.gov.in> . The bids will be accepted as e-tender only i.e the tenderers will submit their bids on the e-Procurement Portal (module of NIC), in an encrypted format. Possession of valid Digital Signature Certificate (DSC), valid e-mail address and registration of the Firm on the Government of India, Central Public e-Procurement (CPP) Portal i.e <http://eprocure.gov.in> are **pre-requisite** for e-tendering.

11. The scanned copy of the Earnest Money Deposit (EMD) of Rs.10,000/-(Rupees Ten thousand only) must be uploaded with the Technical Bid and original of the same has to be dropped in the Tender Box at R&I Section, Room No.50, Ground Floor (near Gate No.6, Krishi Bhawan, New Delhi-110001 latest by the last date of bid submission, superscribing the envelope "for setting up and running a Zonal Consumer Helpline based at Guwahati" **latest by 1700 hrs on Oct, 2016**. The tenders received without the prescribed EMD will not be entertained and cancelled. The earnest money will be refunded to the unsuccessful tenderers on finalization of the contract.

12. The applications received within the time frame given above will be assessed on the following parameters by a Screening Committee:

- a) Registered body under Societies Registration Act or any other similar Act **(Mandatory)** or experience (at least **two** years) in consumer Protection/grievances redressal/ running a Call Centre **(Mandatory)**
- b) Audited statement of last **3** years **(Mandatory)**
- c) Average annual scale of operations of Rs 1 Cr. during the last three years **(Mandatory)**
- d) Activities undertaken during the last **three** years
- e) Infrastructure and facilities offered. (own building/rented building/facilities)
- f) Proposed Location to set up ZCH, Guwahati
- g) Number of trained /untrained personnel committed. (The qualifications of the staff running the Centre is given at Appendix)
- h) Recognition for consumer advocacy from national/international Bodies
- i) Publications (journals/ newsletters/ books/monographs/ articles).

13. Applicants would be judged on the basis of the above bench marks and those who qualify mandatory conditions and by scoring more than cut-off marks would be shortlisted.

14. The short listed applicants will be invited to make a presentation before an Empowered Committee in the Department of Consumer Affairs on the following benchmarks:

- a) Past performance for last **two** years in the area of consumer protection/grievances redressal/complaint handling
- b) Availability of experienced, trained and dedicated staff in consumer/public interface/ experience in consumer advocacy (Recognition/reputation earned) or consumer grievance redressal
- c) Proven competence and quality experience
- d) Location of ZCH proposed

15. **Financial proposals of only those selected/shortlisted through the process**

mentioned in para 14 will be opened.

16. Final selection would be made out of the above shortlisted applicants by the Empowered Committee on the basis of presentation made on outlined bench marks, **prior experience, proven competence in handling consumer grievances and lowest bidding.**

17. No TA/DA will be paid for travel for the presentation. The selected agency will then be required to enter into a Memorandum of Understanding with the Department of Consumer Affairs.

18. The Department of Consumer Affairs reserves the right to reject any application(s) without assigning any reasons.

19. The Firms are required to upload copies of the following documents along with the Technical Bid, failing which their Bids shall be summarily/outrightly rejected and will not be further considered:

- i. Scanned copy of Earnest Money Deposit (EMD.)
- ii. Scanned copy of PAN/GIR Card.
- iii. Scanned copy of IT return filed for the last 2 financial years. (i.e. 2013-14 and 2014-15)
- iv. Scanned copy of VAT/Sales Tax/Service Tax registration certificate.
- v. Work experience of similar work in the Govt. during the last 2 years (requisite proof thereof) and annual turnover certificate for the last two years, duly authenticated/ duly signed by the Chartered Accountant of the firm.
- vi. Undertaking on Rs 50/- stamp paper that agency/firm has not been blacklisted by any Govt. department or any criminal case has not been registered against the agency/ firm or its owner/proprietor/partner of agency/firm anywhere in India.

20. The bidder shall submit the technical and financial bids only as per the format enclosed at Annexure - **III and IV** and upload the same on e-procurement portal.

21. **Disclaimer:** The near relatives of employees of Department of Consumer Affairs are prohibited from participation in this tender. The near relatives for this purpose are defined as:

1. Members of a Hindu undivided Family
2. Their spouses
3. The one related to the other in the manner as father, son(s), Son's wife (daughter-

in-law), daughter(s) and daughter's husband (sons-in-law) brother (s) and brother's wife,
 sister(s) and sister' husband, brother(s)-in-law

22. Arbitration: If any difference arises concerning this agreement, its interpretation on payment to be made thereunder, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to the other party for submission of the dispute for decision by an Arbitral Tribunal containing Sole Arbitrator to be appointed by the Secretary, Department of Consumer Affairs. Such requests shall be accompanied with a panel of names of three persons to act as the sole arbitrator. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The arbitration proceeding shall take place at New Delhi and shall be conducted in English. The provision of Arbitration and Conciliation Act, 1990 and the rule framed there under and in force shall be applicable to such proceedings.

23. Legal Jurisdiction: The agreement shall be deemed to have been concluded in the National Capital Territory (NCT) of Delhi and all obligations hereunder shall be deemed to be located at the NCT of Delhi and Court within NCT of Delhi will have Jurisdiction to the exclusion of other courts.

APPENDIX**STAFFING PATTERN**

Coordinator (1)

Counselor (10)

Support staff (1)

QUALIFICATIONS OF THE STAFF**Coordinator**

- Graduate in any discipline
- Minimum 5 years' experience in consumer welfare activities
- Conversant in English, Hindi and local language

Counselling skills

- Ability to draft complaints, affidavit, and familiar with procedures of consumer fora
- Able to engage with consumers, industry, Govt. agencies, financial institutions, service providers and retailers.
- Of positive mindset and of affable nature

Counsellors

- Graduate in any discipline
- Experience in interacting with public
- General knowledge of Consumer Protection Act
- Patience to hear out consumers' grievances
- Ability to suggest possible solutions to the dispute
- Good communication skills in English, Hindi and Local languages [There should be at least one counselor each for each of the local languages of the region]

Support Staff

- 10+2 with some knowledge in accounting and data processing.

Open Tender No.O-11011/26/2016-CWFTechnical Bid

**INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR SEETING UP AND RUNNING
A ZONAL CONSUMER HELPLINE (ZCH) AT GUWAHATI**

PROFORMA

SN	Particulars	
1	Name of the Service Provider/Organisation	
2	Whether registered and date of registration (Attach certificate of Registration)	
3	Registered under which Act	
	A brief profile of the Organisation	
4	Address of registered Office/ Telephone/ Fax/ email ID	
5	Address of the Operating/Branch Office at Delhi Telephone/ Fax/ email ID	
6	PAN Number/ TIN Number/ VAT/Sales Tax/Service Tax regn No. (upload copies)	
7	Bank Account No.: IFSC/NEFT Code: Name of the Bank: Address of the Branch	
8	Name of Authorised person,	

	telephone/ Mobile/ fax/ email			
9	Activities undertaken during the last three years (Attach a separate sheet, if required)			
10	Experience in consumer welfare/grievance redressal activities (Attach a separate sheet, if required)			
11	Experience in running Call Centre			
12	Turnover of the Organization in the last three years	2015-16	2014-15	2013-14
13	Audited statement of accounts for the last three years (to be attached)			
14	Whether the Service provider/Organisation has been blacklisted/penalized. If so details.(attach undertaking)			
15	Proposed location to set up the ZCH at Guwahati			
a				
b	Own building/rented?			
c	Details of infrastructural facilities available/to be provided			
16	Probable time within which the required staff to be engaged			

17	Time within which the ZCH will be fully set up and made operational	
18	Details of EMD for Rs 10,000/-, DD number and date	

DECLARATION

- 1) We have read and understood the terms & conditions of the call for proposal and comply to all the terms & conditions.
- 2) We certify that the information furnished above are true and correct to best of our knowledge.
- 3) In case of receipt of order we confirm that payment shall be received through eBanking / Electronics Transfer.
- 4) This offer contains _____ No. of pages including all Annexures and Enclosures.

Place:
Date:

Signature of Authorized Signatory
Name:
Designation:
Seal:

ANNEXURE - IV

Open Tender No. O-11011/26/2016-CWF

FINANCIAL BID

**INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR SEETING UP AND
RUNNING A ZONAL CONSUMER HELPLINE (ZCH) AT GUWAHATI**

1. Name of the Service Provider/organization :
:

2. Financial Details

a) Recurring expenditure :
(Item-wise break-up p.m.)

b) Total annual recurring expenditure:

c) Non-recurring expenditure :
(with detailed Item-wise break-up)

3. Total annual expenditure for the first year:

4. Total annual expenditure for the second year:

Signature of authorized signatory
with date and complete address