

Ministry of Consumer Affairs, Food and Public Distribution
Government of India

Expression of Interest (EOI)

for

appointment of Project Development Consultant (PDC)

for

Consultancy Services for Development of a technology for accurate speech recognition and machine learning system.

The proposed comprehensive solution for the issue should focus on the following:

Vertical 1: Speech-to-text software

Vertical 2: Integration of machine learning within the software

Section-I

Ministry of Consumer Affairs, Food and Public Distribution

INVITATION OF EXPRESSION OF INTEREST

Department of Consumer Affairs on behalf of Ministry of Consumer Affairs, Food and Public Distribution, Government of India invites **online** Expression of Interest (EOI) from Indian Consulting firms/ consultants to provide the Consultancy Services for Development of a technology for accurate speech recognition and machine learning system.

The proposed comprehensive solution for the issue should focus on the following:

Vertical 1: Speech-to-text software

Vertical 2: Integration of machine learning within the software.

2. Last date of submission of EOI **online** is **20.09.2022 by 1500 hours.**

3. Applicants meeting the qualification criteria may be invited for presentation before the Consultancy Evaluation Committee (CEC). Further based on the evaluation, bid documents will be subsequently issued to the shortlisted applicant only.

4. Department of Consumer Affairs or any of its designates, reserves the right to cancel this request for EOI and/ or to invite EOI afresh with or without amendments, without liability or any obligation for such request for EOI and without assigning any reasons therefor. Department of Consumer Affairs reserves the right to amend /add further details in the EOI.

Section-II

Terms of Reference for appointment of Project Development Consultant (PDC):

Vertical 1:

Speech-to-text is the need of the hour for the efficient disposal of consumer cases. There is an enormous pendency of cases at the district, state, and national level. The right of the consumers is adversely affected due to such huge pendency. The objective is to reduce the pendency at a consistent rate. Therefore, a speech-to-text software is required to accurately convert the dictation of the Commission President and Members into orders that can be readily uploaded after one review.

Vertical 2:

Simply providing a speech-to-text software would not suffice to address the issue of efficient disposal of matters. A machine learning system shall be needed to be integrated within the speech-to-text software to inculcate the frequently used vocabulary in the Commissions for improving the accuracy of the software over time.

The shortlisted applicant would be given a sample recording of an actual order to facilitate the development of the software. Furthermore, a list of frequently used words and phrases shall also be provided to the shortlisted applicant for accurate recognition of legal terminologies.

2.Scope of Work.

- i. The Project Development Consultant (PDC) is required to study the existing Project components and its requirements, by visiting the site.
- ii. Based on this study and analysis thereof, the PDC would deploy appropriate technology as per the verticals defined hereinabove.
- iii. PDC may conduct such study and analysis as may be necessary for meeting the objective of the proposal.
- iv. PDC may also be required to organize suitable exposure to the client through field visits and organizing interactions with concerned entities.
- v. PDC will also work out financial implications based on appropriate financial modeling for the deployment of the technology indicating clearly the contribution required from the Government with details of expenditure and revenue components.
- vi. PDC, while working out various PPP Models, should also indicate the requirement of manpower (Faculty, Technical, & Support staff) for deploying the technology.
- vii. PDC, consequent upon acceptance of appropriate technology, will continue to assist in further processes of deployment including documentations viz. conduct evaluations and required analytics for the smooth and accurate functioning of the technology.
- viii. PDC, while proposing the various technologies, will ensure that the technologies are compliant to various statutory requirements/norms.

- ix. The role of the PDC would be inclusive of all requirements mentioned hereinabove but is not limited to them and PDC would be expected to assist the client throughout the process till deployment of appropriate technology.
- x. PDC would continue to assist in monitoring of implementation for a period of one year after its successful commissioning and render such reports as may be required by the client.

3. Eligibility

- (i) Project Development Consultant should have the expertise of having rendered consultancy services for IT sector and engaged in consulting business continuously for the last 3 years.
- (ii) PDC should have experience of advising at least one successful comparable project in IT Sector in PPP Mode in the country.
- (iii) For the purpose of eligibility criteria, the term "comparable experience" shall primarily mean providing consultancy services to the IT projects in the country during the last 5 years.

SECTION-III

Guidelines for Preparation of Expression of Interest

Following information shall be submitted using given formats and where no formats are specified, free format can be used.

1. Complete name of firm, date of establishment and type of organization whether individual, **proprietorship**, partnership, private limited company, public limited company etc. Exact and complete corporate/ registered /home office address, business address, telephone numbers, fax numbers,

E-mail and cable address. Information is to be furnished by sole applicant **or** members of JV individually **(Annexure I)**.

2. If present firm is the successor to or outgrowth of one **or more predecessor firms**, fresh name(s) of former entity (ties) and year(s) of their original establishment with details in aforesaid manner. Information is to be furnished by sole applicant or members of JV individually **(Annexure I)**.
3. Present a brief narrative description of the firms. Information is to be furnished by sole applicant or members of JV individually **(Annexure I)**.
4. List of not more than two (2) principals who may be contacted by this Office. Listed principals must be empowered to speak for him or for the firm on policy and contractual matters, Information is to be furnished by sole applicant or members of JV individually. **(Annexure I)**.
5. Under this item, indicate financial figures from consultancy business for past 5 (five) financial years. **(Annexure II)**.
6. Organizational strength of consultant and its constituents in case of shall be given. **(Annexure III)**.
7. The check list for the Bidders:
 - i) The Bidder should ensure that all the documents and papers submitted in this EOI are fully attached by the authorized signatory under his signature with official seal wherever applicable.
 - ii) The following documents form part of EOI and should be submitted with EOI.

S/No	Documents to be submitted	Documents	
		Y/N	Page No. at which document
1	All pages of this EOI document, duly signed by authorized signatory in token of acceptance of all terms & conditions by the bidder. Any other document		
2.	Incorporation/ Ownership		
3.	Details of GST Registration & GST Return		
4.	Latest Income Tax Return		
5.	Written Statement about suitability of the job.		

- iii) Every additional document submitted and every page of the EOI document shall be signed by the authorized signatory as a token of compliance and acceptance to all terms and conditions.
- iv). No overwriting / changes is allowed in EOI documents submitted.

Section - IV

Short Listing Criteria

I. Annual Turn over

PDC must have an average annual turnover of INR 5 Crores in any of the 3 years of the last 5 years. Balance sheet, profit/loss account and experience related to past relevant **contract** to be produced.

II. Evaluation Criteria & Method of Evaluation

- i) All bidders may be required to make a presentation before the Consultancy Evaluation Committee (CEC) constituted for the purpose.
- ii) Screening of EOIs shall be carried out as per eligibility conditions mentioned in this document and based on verification of testimonials submitted.
- iii) EOI **will** be evaluated for short listing *inter alia* based on their experience of handling similar type of projects, financial **strength of** firm and presentation before Consultancy Evaluation **Committee** (CEC).
- iv) Firms shortlisted in EOI may be issued RFP and be requested to submit their financial proposal.

III. **Response**

Bidders must ensure that their Bid response is submitted as per the formats attached with this document. Special comments on the objectives and scope **of service** projected in the enquiry may also be submitted along with the offer.

IV. **Conflict of Interest**

- a. The consultant is required to provide professional, objective and impartial advice, at all times holding the Procuring Entity's interests paramount, strictly avoiding conflicts with other assignments or his/ its own corporate interests and acting without any consideration for future work.

- b. The consultant shall be under obligation to disclose to the Procuring Entity any situation of actual or potential conflict that impacts its/his capacity to serve the best interest of its client/ **Procuring** Entity. Failure to disclose such situations may lead to the disqualification of the consultant or termination of its/his contract during execution of the assignment.
- c. Where there is any indication of conflict of interest exists or may arise, it shall be the responsibility of the Bidder to inform the Department of Consumer Affairs detailing the conflict in writing as an attachment to this Bid.
- d. A Conflict of Interest is where a firm involved in the proposal has or may be perceived to have a personal interest in ensuring that a particular Bidder is successful. Actual and potential conflicts of interest must be declared by a firm involved in a Bid process.
- e. Department of Consumer Affairs shall be the final arbiter in case of potential conflict of interest, Failure to notify Department of Consumer Affairs of any potential conflict of interest will invalidate any verbal or written agreement.

v. **Condition under which EOI is issued**

The EOI is not an offer and is issued with **no commitment**. Ministry of Consumer Affairs, Food and Public Distribution reserves the right to withdraw EOI and or vary any part thereof at any stage. Ministry of Consumer Affairs, Food and Public Distribution further reserves the right to disqualify any Bidder, should it be so necessary at any stage.

VI. **Intellectual Property**

The IP shall belong to the innovators; however, it shall be licensed to the Government of India on a non-exclusive basis in perpetuity at no cost. If the IP is assigned to any third party, such deed of assignment shall stipulate the provision of free licensing to the Gol.

VII. Last Date of submission of EOI.

The last date of submission of EOI is **20th September 2022** (1500 Hrs.) on the email ID pk.tyagi13@nic.in

Annexure-I

Expression of Interest Form for Consulting Firm or Joint Venture (To be filled up by each of the constituent in case of a Joint Venture)

Name of Head of Organization	Consultant	Date of Establishment	Country	Type of Organization			
				Individual	Partnership	Corporation	Others
	Name						

1. Name of Head of Institution with contact details (Mobile No., Land Line No., Fax No., email ID, Address).
2. Corporate/Registered Office/Business Address/Telephone Nos./Fax No./
Address/Email address of consultant and its branch offices for Consultant (including members in case of JV)
3. Consultant's former name and year of establishment (including that of members in case of JV), if any
4. Narrative description of Consultant firms (Use other sheet, if necessary)
5. Name(s) of, not more than two (2) principals who may be contacted with title, telephone number/ fax number, E mail address.

Annexure II

Financial Statement of the last Five Financial Years

S/No	Particulars		2017-18	2018-19	2019-20	2020-21	2021-22
1	Annual Turnover from consulting business	Lead Memb					
		Other Member					
		Other Member (2)					
2	Annual Turnover in case of Individual consultant						

Notes:

- i. Values should be duly certified by statutory body like Chartered Accountant or Independent Auditors who are competent to do so as recognized by the State concerned.
- ii. The amount shall be stated in Indian Rupees (INR).

Annexure III

Organizational strength:

S/No	Total Strength	Professionals and Institutional experts on payroll and having over 10 years' experience	Professionals and Institutional experts continuously on payroll for over 5 years	Professionals and institutional expert working only in Consultancy Services.
1				
2				
3				
4				
5				
6				