

**Bihar State Milk Co-operative Federation Ltd.**  
**Dairy Development Complex, P.O.- B.V. College, Patna – 14**  
**Phone No. 0612-228953, 22204083, 2228347**  
**Email: [marketingcomfed@gmail.com](mailto:marketingcomfed@gmail.com), Website: [www.sudha.coop](http://www.sudha.coop)**

**REQUEST FOR EXPRESSION OF INTEREST**

(OUTSOURCING OF AGENCIES FOR PROVIDING CUSTOMER GRIEVANCE REDRESSAL SYSTEM & HELPLINE EXECUTIVE FOR CUSTOMER GRIEVANCE CELL AT COMFED HQR.)

Applications are invited from reputed agencies to provide customer grievance redressal system & helpline executive's job for customer grievance cell at Bihar State Milk Co-operative Federation Ltd. (COMFED), Patna. The selection of agencies will be based on two-bid system. COMFED will short list the agencies on the basis of their presentation and qualifying the technical criteria followed by opening of Commercial bid. Quality & Cost based Selection (QCBS) will be followed for final selection of the agency.

The application has to be submitted to General Manager, Bihar State Milk Co-operative Federation Ltd. Dairy Development Complex, P.O. – B.V. College, Patna – 800014 duly super scribed the envelope as " Tender for providing customer grievance redressal system & helpline executives for COMFED Hqr., Patna on or before 23<sup>rd</sup> April 2018. The duly filled tender document along with earnest money deposit of Rs 5,000/- (Rupees five thousand) only in the form of demand draft to be made in favour of 'Bihar State Milk Co-operative Federation Ltd.' & payable at Patna have to be submitted by due date in sealed envelope.

COMFED reserves the right to reject any or all applications without assigning any reason. For details of eligibility criteria and scope of work, please visit our website [www.sudha.coop](http://www.sudha.coop).

**Managing Director**

**BIHAR STATE MILK CO-OPERATIVE FEDERATION LTD**  
**Dairy Development Complex, P.O.- B.V. College, Patna – 14**

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**(OUTSOURCING OF AGENCIES FOR PROVIDING CUSTOMER GRIEVANCE  
REDRESSAL SYSTEM & HELPLINE EXECUTIVE FOR CUSTOMER GRIEVANCE  
CELL AT COMFED HQR.)**

**Submission of filled in tender documents: -----**  
**(within 23rd April 2018 till 5.00 pm)**

**Name of bidder: -----**

**Address: -----**

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**Contact No. : -----**

**Email id: -----**

**(Authorized signatory with official seal)**

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### **1. Tender Objective:**

To provide customer grievance redressal system & helpline executives job for customer grievance cell at Bihar State Milk Co-operative Federation Ltd. (COMFED), Patna.

### **2. Scope of Work:**

The scope of providing customer grievance redressal system & helpline executive job for customer grievance cell includes:

- To entertain the grievances/ suggestions of our valuable consumers, it is the need of the hour to implement an effective consumer grievance redressal system to be linked through our existing toll free number (which is mentioned on different packets of SUDHA products supplied by different milk unions/ units of COMFED).
- The operation of the customer grievance cell will be as follow:  
Once the complaint is received on the customer helpdesk, the system shall be able to send the complaint in standard format to concerned union / units. The reply received towards the complaint shall be properly communicated to consumers with necessary actions & suggestions if required. The system should be able to generate various MIS reports for the calls received and shall include segregation of calls based on complaints type, area specific complaints, redressal with the time period, complain pending etc.
- The software development for the management of customer grievance redressal system has to be provided by the agency. However one computer set along with internet connection & stationery will be provided by COMFED.
- The customer helpdesk will be operated in two shifts i.e. from 6.00 am to 2.00 pm & 2.01 pm to 10.00 pm) round the year at COMFED Hqr.

### **3. Tender Methodology:**

- The tender methodology proposed to be adopted by COMFED will be QCBS (i.e. Quality & Cost Based Selection) under which:
  - a) The bidder should submit their response in the following manner:
    - i) Pre- qualification & Technical proposal.
    - ii) Commercial Proposal.
  - b) The response to pre-qualification criteria, technical & commercial proposal should be covered in separate envelope superscribing “ Pre-qualification Proposal”, “ Technical Qualification” & Commercial Proposal” respectively and all three envelopes should be placed in a big envelope superscribing “ Tender for outsourcing of Agency to provide customer grievance redressal system & helpline Executive for COMFED”, last date of submission 23<sup>rd</sup> April 2018.
  - c) Please note that price should not be included in pre-qualification or technical proposal and only be indicated in Commercial Proposal.
- The bidders whose technical bids are found qualified shall be shortlisted for commercial evaluation. All the technically shortlisted bidders shall be separately notified in writing/ mail.

**4. Competency and Expertise requirement:**

The agency to be awarded the assignment is expected to be qualified, skilled & talented in relative field with an experience of having carrying out such assignment successfully. They must have

- Prior experience in executing the customer grievance redressal system in reputed organisation.
- The helpline executives to be provided by the agency should be qualified and competent to handle the customer complaint effectively. They should have sufficient knowledge of Hindi & English typing along with the geographical idea of Bihar, Jharkhand & North East States.

**5. Time schedule:**

Tender complete with relevant supporting documents should be sent in sealed cover super scribed "Tender for outsourcing of Agency to provide customer grievance redressal system & helpline executives for COMFED", last date of submission 23<sup>rd</sup> April 2018 through post/ courier/ Hand delivery to General Manager, Bihar State Milk Co-operative Federation Ltd., Dairy Development Complex, P.O.- B.V. College, Patna- 800014 on or before 23<sup>rd</sup> April 2018 till 5.00 pm.

For any queries, the agencies may contact the Dy. Manager (Mktg), COMFED, Ph. No. 0612-2228953, 2224083, 2228347. Incomplete offers in any form will be rejected at the initial stage.

**6. Pre- qualification & Technical criteria:****(A) Pre- qualification details:**

| S.N. | Particulars   | Minimum requirement   |
|------|---|---|
| 1.   | Certificate of registration   | The firm/ agency should furnish proof of certificate of registration/ incorporation. They should also provide the self attested copy of PAN & GST registration. |
| 2.   | Financial Turnover  | Copy of audited balance sheet for last two financial year showing the turnover of Minm. 25.0 lakh to be submitted.  |
| 3.   | Local Head office/ branch office  | Preference to be given to agency having local office/ representative in Patna.  |
| 4.   | Past Experience   | Minimum three years of experience of handling customer care services.   |
| 5.   | Certificate for not blacklisted/ debarred/ suspended by any deptt. of State or Central PSU. | A self declaration stating to this effect is required to be enclosed duly signed by authorized signatory with seal.   |
| 6.   | Earnest Money Deposit   | DD of Rs 5000/- (Five thousand) in favour of "Bihar State Milk Co-operative Federation Ltd." payable at Patna.  |

**(B) Technical Evaluation:**

Presentation would be the part of technical evaluation process and agencies qualifying pre-qualification criteria will be called for presentation at COMFED Hqr. The evaluation matrix along with the marks to be scored is illustrated as below:

| S.N. | Type   | Marks      |
|------|--|------------|
| 1.   | Prior experience in executing the customer grievance redressal system in reputed organisation. <ul style="list-style-type: none"> <li>• Experience (in yrs)</li> <li>• Number of similar projects handled (copies of work order/ certificate from client)</li> </ul> |            |
| 2.   | Financial Turnover of the firm   |            |
| 3.   | Presentation on proposal & suggestions for efficient handling of Customer helpdesk at COMFED Hqr.  |            |
|      | <b>Total Marks</b>   | <b>100</b> |

The shortlisted bidders would be intimated by letters / email in regard to time and place of opening of the commercial bid.

- i. The above details of evaluation criteria are only indicative and hence subject to addition, modification and deletion.
- ii. During the course of technical evaluation, if found necessary, COMFED may seek necessary supplementary details and the same be submitted within the stipulated time. Non submission of such details in time may render such application for disqualification from further evaluations.
- iii. Based on the total technical score, bidders will be ranked according to their scores. The bidder having the highest score being followed by the respective bidders in descending order. COMFED reserves the right of opening the commercial bid/s of up to top 3 bidders who have scored minimum 60% marks in technical bid out of total score.
- iv. The marks scored by the bidders in technical evaluation will be given a weightage of 75%. Similarly, the commercial bid of the bidders will be given a weightage of 25%. The combined score of technical & commercial bids will determine the successful bidder for this job.
- v. In case of tie after the commercial evaluation stage, COMFED's decision will be final and will be based on the marks scored in technical evaluation only.
- vi. The response submitted to COMFED by the bidder will be taken to be legally binding offer from the bidder, and as such may be accepted or rejected (with or without conditions) by the COMFED in its sole discretion.
- vii. The bidders shall submit their offer strictly in accordance with the terms & conditions of the tender document.

#### **7. Earnest Money Deposit:**

The applicant is required to submit EMD in the form of Demand Draft of Rs 5000/- (Rupees five thousand) in favour of "Bihar State Milk Co-operative Federation Ltd." payable at Patna. Application without EMD will be rejected. EMD of unsuccessful bidders will be returned after the completion of selection process. However the EMD of successful bidder will be kept as security deposit.

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**APPLICATION FORM FOR PRE-QUALIFICATION BID**

(To be filled in separate envelope)

1. Name of the firm/ agency: -----  
(In Block letters)
  
2. Date of Establishment: -----
  
3. Registered office: -----  
(with address, telephone no. & Email id)
  
4. Address of Patna office: -----  
(with telephone no. & email id)
  
5. Registration No. / Trade Licence No.(if any) : -----
  
6. Status of Organisation: -----  
(Proprietor/ Partnership/ Pvt .Ltd/ Public Ltd. Company)
  
7. Name of Directors/ Partner/ Proprietor :  
a.-----  
b.-----
  
8. Name of the Representative to be assigned for our job: -----  
(with designation & Phone No.) -----
  
9. Name of the Banker with Address: -----

10. Details of experience

(Minimum three years of experience handling customer care services, copies of work order/ certificate from client to be enclosed)

| S.N. | Name of client | Time period (from – to) | Type of work handled |
|------|----------------|-------------------------|----------------------|
|      |                |                         |                      |
|      |                |                         |                      |
|      |                |                         |                      |

11. Financial Turnover of firm: \_\_\_\_\_

(Copy of audited balance sheet showing the turnover of Minimum 10.0 lakh or bank solvency certificate of Rs 10.0 lakh to be enclosed).

12. Certificate for not blacklisted/ debarred/ suspended by any Deptt. of State or Central PSU.

(A self declaration stating to this effect is required to be enclosed duly signed by authorized signatory with seal).

13. Details of Earnest Money Deposit :

DD.No. .... Dated.....

Issuing branch.....

14. PAN details of the firm: \_\_\_\_\_

(Self attested copy to be enclosed)

15. GST details of the firm: \_\_\_\_\_

(Self attested copy to be enclosed)

Declaration

I / We do hereby certify that the information as provided above is correct and true in all respect. In case of furnishing any false information or suppression of any material information, the application shall be liable for rejection and penal action may be imposed if it deemed fit.

Date:  
Place:

Authorized Signatory  
Designation with Seal

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**APPLICATION FORM FOR COMMERCIAL BID**

(To be filled in separate envelope)

1. Name & address of the firm/ agency : -----

(In Block letters) -----

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2. Details of rate to be offered

| <b>Particulars</b>  | <b>Rate (Rs)</b> | <b>Remarks</b> |
|---|------------------|----------------|
| Monthly rate per helpline executive per shift of eight hrs. (inclusive GST & other expenses in Rs.) |                  |                |

Note: The cost of providing software for customer grievance redressal system will be borne by agency.

**Declaration**

I / We do hereby certify that the information as provided above is correct and true in all respect.

In case of furnishing any false information or suppression of any material information, the application shall be liable for rejection and penal action may be imposed if it deemed fit.

Date:

Authorized Signatory

Place:

Designation with Seal