

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, Website: www.sudha.coop
REQUEST FOR EXPRESSION OF INTEREST

(OUTSOURCING OF AGENCY FOR PROVIDING CUSTOMER GRIEVANCE REDRESSAL SYSTEM AND HELPLINE EXECUTIVE TO RUN THE CUSTOMER HELPDESK AT COMFED HQR.)

Applications are invited from reputed agencies to provide customer grievance redressal system & helpline executive to run the Customer Helpdesk at Bihar State Milk Co-operative Federation Ltd. (COMFED), Patna. The selection of agency 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) method 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 to run the Customer Helpdesk at COMFED Hqr., Patna, last date of submission of bid 16.12.2019”. The duly filled tender document along with earnest money deposit of Rs 10,000/- (Rupees ten 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 with technical bid 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.

Managing Director