

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 & HELPLINE EXECUTIVE TO RUN CUSTOMER
HELPDESK AT COMFED HQR.)**

Submission of filled in tender documents: -----
(Last date by 16.12. 2019 till 5.00 pm)

Name of bidder: -----

Correspondence address: -----

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 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 bid document in the following manner:
 - i) Pre- qualification cum Technical proposal.
 - ii) Commercial Proposal.
 - b) The pre-qualification cum technical criteria and commercial proposal of the bidder should be covered in separate envelope super scribing "Pre-qualification cum Technical Proposal" and Commercial Proposal" respectively and all two envelopes should be placed in a separate envelope super scribing "Tender for outsourcing of Agency to provide customer grievance redressal system and helpline Executive to run the Customer Helpdesk at COMFED Hqr", last date of submission 16th Dec 2019.
 - c) Please note that price should not be quoted in pre-qualification cum technical proposal and only be indicated in Commercial Proposal.
- The technically qualified bidders 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 skilled & talented in relative field with an experience of having carrying out such assignment successfully. They must have

- Prior experience of minimum three years in executing the customer grievance redressal system in reputed organisation.
- The helpline executives to be provided by the agency should be at least Intermediate 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 to run Customer Helpdesk at COMFED Hqr", 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 16th Dec 2019 till 5.00 pm.

For any queries, the agencies may contact 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 cum Technical criteria:

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 average 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 grievance 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 10,000/- (ten thousand) in favour of "Bihar State Milk Co-operative Federation Ltd." payable at Patna.

Presentation would be the part of technical evaluation process and bidders 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. (copies of work order/ certificate to be enclosed)	30
2.	Financial Turnover of the firm	30
3.	Presentation on proposal & suggestions for efficient handling of Customer helpdesk at COMFED Hqr.	40
Total Marks		100

Note: Instruction for evaluation of marks

- i) For prior experience of work-
 - 03 years up to 10 years : 20 marks
 - 10.1 years up to 15 years : 25 marks
 - Above 15 years : 30 marks
- ii) For financial turnover of firms –
 - 25 lakh to 50 lakh : 20 marks
 - 50.1 lakh to 01 crore : 25 marks
 - Above 01 crore : 30 marks

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

- a) The above details of evaluation criteria are only indicative and hence subject to addition, modification and deletion.
- b) 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.
- c) 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.
- d) 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.
- e) 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.
- f) 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.
- g) 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 10,000/- (Rupees ten 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 grievance services, copies of work order/certificate 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 25.0 lakh or bank solvency certificate of Rs 25.0 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).

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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) -----

2. Details of rate to be offered

Particulars	Rate (Rs)	Remarks
Monthly rate per helpline executive per shift of eight hrs. (inclusive GST 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