

BID NOTICE

The Chief General Manager (IT), on behalf of Maharashtra State Electricity Distribution Company Limited (the Employer), hereby invites sealed bids from eligible bidders for **'Providing Customer Care Services and establishment of Consumer Facilitation Centers (CFC) at all O&M Divisions of MSEDCL'** for the period of Five Years. Entire bidding document is available online on <https://etender.mahadiscom.in/> as per date indicated below. Any changes in the Bid Schedule, corrigendum etc. shall also be notified via MSEDCL's website/e-Tender portal. Prospective bidders are therefore requested to regularly check the website/ e-Tender portal for any updates.

Tender Estimate: Rs. 148.63 Crs. (incl. Taxes) for 5 years.

Tender Fee: Rs. 29,500/- (incl. GST)

The bidder should submit non-refundable Bid Fee of Rs. 29,500/- (incl. GST) paid through online payment only, prior to the dead line for submission of bids as per the procedure led by the MSEDCL.

Bid Security: The bid must be accompanied with Bid Security for an amount equal to Indian **Rs. 1,48,63,000/- (Rs. One Crore Forty-Eight Lakhs Sixty-Three Thousand only)** for covering the entire scope of work. The bid security shall be denominated in Indian Rupees only. The bid security can be paid online or should be submitted in original in the form of a Demand Draft or an Unconditional Bank Guarantee from any Nationalized / Scheduled Bank in favor of the Maharashtra State Electricity Distribution Co. Ltd., payable at Mumbai as mentioned in details in Tender Document (RFP).

The scanned copy of the above Demand Drafts/BG should be uploaded (in e-Tendering) and the Demand Drafts should be submitted to this office on or before submission date and time.

Calendar of Events Event	Date and Time
Begin Sale of RFP Document	29-06-2021
Date and time of Pre-BID Meeting	08-07-2021 at 11:00 Hrs.
Due Date and time of submission of Bids	20-07-2021 up to 17:00 Hrs.
Due Date and time of Bid Opening	20-07-2021 at 17:30 Hrs.

Google Meet VC Link for Pre-Bid: <http://bit.do/msedclccstender>

Qualifying Requirements:

- I. Bids may be submitted by individual firm or consortium of firms provided they can be classified as one of the following:
 - a) A single firm that on its own meets all the qualification requirements
 - b) A consortium of maximum three (3) firms as partners can be formed subject to,
 - i. The bid and the contract (in case of a successful bidder) shall be signed as to be legally binding on all partners.
 - ii. One of the consortium members responsible for performing key components of the contract shall be designated Lead Bidder. Evidence of this authorization shall be provided by submitting a power of attorney signed by legally authorized signatories of all consortium members along with the bid.
- II. Bidder must meet the following requirements individually and in case of a consortium, collectively by the members of Consortium, except where specifically mentioned.
 - 1) The bidder must be Company registered in India under companies Act 1956 or Companies Act 2013, or Firm registered with Registrar of firms and societies in India who fulfills the eligibility criteria.
 - 2) The Bidder shall have a valid PAN and GSTIN Number.
 - 3) The Lead Bidder should have minimum turnover of Rs. 45 Crores in average during any of the last three consecutive financial years i.e. (2016-17, 2017-18, 2018-19) or (2017-18, 2018-19, 2019-20).
 - 4) The Lead Bidder should have positive Net worth after tax during each of the last three consecutive

- financial years namely (2016-17, 2017-18, 2018-19) or (2017-18, 2018-19, 2019-20).
- 5) Bidder should have a valid ISO 9001, ISO 27001 certification.
 - 6) The bidder should have executed projects for providing call center/ help desk / support desk services (telephonic) with minimum 160 manpower per project OR projects enabling Consumer Facilitation Centre/ Citizen Facilitation Centre (CFC) for rendering in-person/walk-in citizen services including providing software / infrastructure for any Central Govt./State Govt. / Semi-Govt. / Local Body/PSU / Private sector such as banking, insurance, finance, utilities etc. in India with any of the following experience during past 7 years up to the date of publishing the tender.
 - a) One work order having annual value of contract not less than Rs. 24 Crores. OR
 - b) Two work orders having annual value of contract not less than Rs. 15 Crores each OR
 - c) Three work orders having annual value of contract not less than Rs. 12 Crores each.
 - 7) The Bidder should not have been debarred by any Ministry of GoI / GoM / state owned Electricity Distribution utility.
 - 8) The Directors, Proprietors, Partners, Employee(s) or owner of the bidder (in case of consortium all members) must not been either jointly or severally proven guilty of malpractices in relation to its business dealings with the Government or MSEDCL during the last five years.

Brief Scope of Work:

1. Establishment & Operation of Cloud based Call Center with seating arrangement of call center agents at 4 locations each one at bidder's premises at MSEDCL Regional headquarter including services through various channels such as inbound calls, outbound calls, e-mail, social media, chat-bot, missed call etc. for the period of 5 years.
2. Establishment & Operation of 134 no. of Consumer Facilitation Centers at MSEDCL Division offices for the period of 5 years.
3. Providing Missed Call services for consumer complaints.
4. Providing chat-bot solution for various online consumer services and its integration with MSEDCL website and mobile app and handling chat-bot operations with agent support.
5. Provision of Toll Free numbers & PRI lines through a DoT approved Network Service Provider.

THE CHIEF GENERAL MANAGER (IT)
"Prakashgad" Fourth floor, A.K. Marg,
Bandra (E), Mumbai – 400 051.
E-mail- ccstender@mahadiscom.in

PRE-BID QUERY FORMAT

Tender Name: Appointment of an Agency for “Providing Customer Care Services and establishment of Consumer Facilitation Centers (CFC) at all O&M Divisions of MSEDCL’

Tender No. : CGM/IT/CCS/2021/1

Name of the Company:

Name of Key Person:

Key Person Contact details: Mobile: Email:

Tender Purchased: YES/NO:

Sr.	RFP Clause No.	Page No.	RFP Section & Clause wording	Query/Suggested Changes

Note:

1. It is to be noted that Pre-Bid Queries must be sent on or before 09-07-2021 after Pre-Bid meeting in the above prescribed format only. Any query sent afterwards shall not be entertained.
2. Pre-Bid queries should be sent on ccstender@mahadiscom.in only. Other mode of communications shall not be accepted.
3. MSEDCL is not bound to reply all the queries.
4. Replies of Pre-Bid Queries shall be published on MSEDCL website & e-Tender portal.