



MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO. LTD.
Tender No. CGM/IT/CCS/2021/1 Ver 2.0
Date: 10-08-2021

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. (CONCLUDED) |
| Due Date and time of submission of Bids | 25-08-2021 up to 17:00 Hrs. |
| Due Date and time of Bid Opening | 25-08-2021 at 17:30 Hrs. |

Qualifying Requirements:

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 fulfils the eligibility criteria.
2. The Bidder shall have a valid PAN and GSTIN Number.
3. The Bidder should have minimum turnover of Rs. 45 Crores in average during any of the last three consecutive financial years i.e. (2018-19, 2019-20, 2020-21). In case financial statement of FY 2020-21 is not audited then FY 2017-18, 2018-19, 2019-20) will be considered. In case of consortium, lead bidder should have minimum 50% turnover
4. The Bidder should have positive Net worth after tax during each of the last three consecutive financial years namely (2017-18, 2018-19, 2019-20) or (2018-19, 2019-20, 2020-21).
5. Bidder should have a valid ISO 9001, ISO 27001 certification.
6. The bidder (Single or Combined in case of consortium) should have executed projects for providing call center services with minimum 160 manpower per project 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. 13 Crores. OR
 - b) Two work orders having annual value of contract not less than Rs. 8 Crores each. OR
 - c) Three work orders having annual value of contract not less than Rs. 7 Crores each.
7. The bidder (Single or Combined in case of consortium) should have executed projects for providing Consumer/ Citizen Facilitation Centre (CFC) services [in-person/walk-in] 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. 11 Crores. OR
 - b) Two work orders having annual value of contract not less than Rs. 7 Crores each. OR
 - c) Three work orders having annual value of contract not less than Rs. 5 Crores each
8. The Bidder should not have been debarred by any Ministry of GoI / GoM / state owned Electricity Distribution utility.
9. The business dealings with the agency have not been debarred by any Ministry of GoI / GoM / state owned electricity distribution utility and still in force.
10. 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 **minimum 2 locations in Maharashtra** each one at bidder's premises 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 & Hosted PRI lines through a DoT approved Network Service Provider.

THE CHIEF GENERAL MANAGER (IT)
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