

**Notice Inviting Expression of Interest for Operation & Maintenance of Centralized  
Grievance Redressal cum MIS Cell in UD&HD, Bihar**



**Urban Development and Housing Department  
Government of Bihar**

**1st Floor, Vikas Bhawan, New Secretariat, Patna – 800 015**

(Tel: 0612- 2215580, 2215385; Fax: 2217059, 2231566; Email: [urbansec-bih@nic.in](mailto:urbansec-bih@nic.in), [procurement@spurbihar.in](mailto:procurement@spurbihar.in))

**No. SPUR-PMU/210/CGRC-cum-MIS Cell/2016/164**

**Date: 19<sup>th</sup> September, 2016**

As part of good governance, Central Grievance Redressal Cell cum MIS Cell is working under the administrative control of Urban Development & Housing Department, Govt. of Bihar. The Principal Secretary, Urban Development & Housing Department, Govt. of Bihar invites EoI proposals from eligible agencies for operationalize & maintenance of Centralized Grievance Redressal cum MIS Cell in Patna, Bihar.

**1. Eligibility Criteria for participating agencies:**

- (i) Agencies should have been working since least 5 years after registration in India.
- (ii) Average annual turnover of the agency for the last three financial years ending on 31<sup>st</sup> March 2016 should be greater than or equal to Rs. 50 Lakhs.
- (iii) The agency should have minimum experience of three (3) similar assignments of operationalizing and maintenance of Central Grievance Redressal Cell / MIS Cell / corporate call center / help lines anywhere in India during last five years ending on 30<sup>th</sup> June 2016.

2. Interested agencies may download the brief scope of work and terms & conditions from tender/procurement section on the website <http://www.urban.bih.nic.in> or <http://www.spurbihar.in>.

3. Interested Agencies may submit their EoI proposals along with a non-refundable demand draft of INR 5,000/- (Rupees Five Thousand only) drawn in favor of DFID-SPUR, payable at Patna towards documentation fees. No proposals will be accepted without documentation fees. No liability will be accepted for downloading the incomplete document.

4. Sealed Completed Proposals will be received at the address mentioned below on any working day up to **15:00 hours on 4<sup>th</sup> October, 2016** which shall be opened on the same day at 15:30 hours at following Address:

**Support Program for Urban Reforms in Bihar (SPUR)**

C/O Urban Development & Housing Department,

# 159, Vikas Bhawan, New Secretariat, Patna – 800 015, Bihar, INDIA

(Tel: 0612- 2215580, 2215385; Fax: 2217059, 2231566 Email: [urbansec-bih@nic.in](mailto:urbansec-bih@nic.in), [procurement@spurbihar.in](mailto:procurement@spurbihar.in) )

5. Request for Proposal (RFP) document will be issued to shortlisted bidders meeting the above eligibility criteria.

6. The Urban Development & Housing Department reserves the right to accept or reject any or all proposals without incurring any obligation to inform the affected applicant/s of the grounds.

**(Chaitanya Prasad), IAS**  
Principal Secretary, UD&HD

## **Selection of Agency for Operation & Maintenance of Centralized Grievance Redressal cum MIS Cell in UD&HD, Bihar**

### **Scope of Work**

- i. Updation of existing Central Grievance Redressal Software and integrate with the e-Municipality Project.
- ii. Preparation of Software for online submission of report through MIS software to be hosted on nagarseva.bihar.gov.in.
- iii. Receiving complaints/suggestions/comments online from general public & citizens, transferring the complaints to concerned officials, tracking the complaints for redressal and communicating back to the complainant.
- iv. Submission of reports to the authority at regular interval.
- v. Deployment of executives & personnel for receiving complaints on phone entering it in to the software and tracking the progress.
- vi. To receive progress reports from each ULB in the prescribed formats, analysis of results and communicating to the concerned authority at a regular interval (at least once in every month).
- vii. Submission of analysis report of physical & financial progress data in the monthly review meetings and making presentation.
- viii. Communicating orders, instructions & directions issued by the Urban Development & Housing Department to the ULBs and other stakeholders and taking feedback from them.

### **Eligibility Criteria for participating Consultancy Firm**

- (i) The applicant should be a firm or legal entity registered under Companies Act, Societies or any other law and should have been in operations in India for at least 5 years with the proof of incorporation/ commencement of business (*please attach the registration certificate*).
- (ii) The Firm should have been working in the field of operation & maintenance of Central Grievance Redressal Cell / MIS Cell / Call centres / Help Line centres for more than 5 years ending on 30<sup>th</sup> June 2016 (*please attach copy of work orders and completion certificates received during last 5 years*).
- (iii) The Firm should have completed or operating at least 3 similar projects during last 5 years ending on 30<sup>th</sup> June 2016 (*please attach copy of work orders and completion certificates received during last 5 years*).
- (iv) Average annual turnover of the Firm for the last three financial years ending on March 31<sup>st</sup> 2016 should be equal to or greater than Rs. 50 Lakh (*please attach balance sheets and P&L accounts of last 3 years 2013-14, 2014-15 & 2015-16*).

The participating firms/agencies should submit their company profile, manpower available for operation & maintenance of CGRC cum MIS Cell for minimum 3 years. The Cell will directly report to the Joint Secretary/ Additional Secretary/ Special Secretary and to the Secretary/Principal secretary of the department. Hence, the team leader of the cell should be well qualified and good communication skill.

## ANNEXURE 1: SUMMARY SHEET

---

Name of the Agency:	
Address of Registered Office	
Contact Person	
Year of Establishment	
Annual Turnover* in last three years (Rs. in Lakhs)  Year 2013-14: Year 2014-15: Year 2015-16-: Average Annual Turnover for above three Financial Years:  *Audited Statements to be enclosed	
Net worth of Agency (Positive/ Negative):	
Current Contract Commitments:	
Working Capital:	
Any Award or Felicitation received by your Agency:	
Any Other Relevant Details	

## **ANNEXURE 2: DETAILS OF SIMILAR WORKS CARRIED OUT IN THE LAST THREE YEARS**

The Following information should be provided in the format below for each reference assignment for which your Agency, either individually as a corporate entity or as one of the major firm within a consortium, was legally contracted by the client stated below.

Assignment Name :	
Location:	
Name of the Client :	
Address :	
Total Number of Projects:	
Start date (Month/ Year) Completion Date (Month/ Year)	
Work Order Amount (in INR)	
Name of Associated Firms (s) if any :	
Brief Description of Project :	
Description of Actual Works Provided by your Firm:	
Proof of attachment	Attached/ Not attached