

Department of Consumer Affairs
Government of India

Subject: Invitation for Expression of Interest for Appointment of Agency to Design, Develop, Implement and Manage the Online Dispute Resolution Platform for Consumer Mediation with Operation and Maintenance for 3 years.

Department of Consumer Affairs (DoCA) is committed to providing hassle-free, speedy and cost-effective dispute resolution to the consumers. DoCA invites Expression of Interest (EOI) from interested parties to design, develop, implement and manage the ONLINE DISPUTE RESOLUTION PLATFORM to facilitate dispute resolution through online mediation.

2. Interested parties can download the EOI document containing the details of qualification criteria, submission requirements, brief objective and the scope of work from the website <https://consumeraffairs.nic.in>.
3. Last date of submission of EOI is 12.06.2023.


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JASBIR TIWARI
Under Secretary
Ministry of Consumer Affairs, Food & PD.
D/o Consumer Affairs
Govt. of India
Krishi Bhawan, New Delhi

Subject: Invitation for Expression of Interest for Appointment of Agency to Design, Develop, Implement and Manage the Online Dispute Resolution Platform for Consumer Mediation with Operation and Maintenance for 3 years.

Objective

Department of Consumer Affairs is committed to facilitating its digitization to offer hassle free speedy and cost-effective resolution to its Consumers. Department of Consumer Affairs is exploring to offer Online Dispute Redressal (ODR) as an online platform for its consumers to resolve disputes in a seamless manner from anywhere at a fraction of cost and time.

1. The National Consumer Helpline is working towards the settlement of consumer disputes in the pre-litigation stage. There are more than 700 companies as convergence partners with the NCH. The NCH is using the internal grievance redressal mechanisms of these companies to resolve consumer complaints. As an extension of NCH the formation of the Pre-litigation Mediation Platform as an ODR is proposed.
2. The pre-litigation mediation comes into play before the complaint is filed in the Consumer Commission. The aim of framing the Pre-litigation mediation platform is to provide consumers with an online dispute resolution mechanism, which is faster and less costly than traditional court proceedings. This will help in resolving consumer disputes in a more efficient manner and promote fair trade practices in the country.

Current Challenges


Today more than 5 Lakhs cases are pending with Consumer Commission. Large number of cases are pending at pre-litigation stage especially for e-Commerce.

In current process, there is an NCH Portal where Consumer raises the complaint through a redressal mechanism. A complaint sent to Company is resolved through the internal grievance mechanism system but in case if there is a dispute then the issue is raised to the Court through physical paperwork/e-daakhil.

With the technology intervention, Online Dispute Resolution (ODR) platform would help Consumer and Parties involved to resolve their dispute or case. This program is explicitly designed to assist litigants in resolving their dispute or case, rather than a technology platform to support judicial or court staff decision-making.

Key Functionality of the Platform

ODR platform intends to provide a unified portal to enhance consumer protection and fast-track e-mediation by connecting consumers and companies with experts.


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The undermentioned scope of work is illustrative and the actual requirements will be tailored as per the requirements of task in hand as maybe defined by Department of Consumer Affairs from time to time.

Scope of Work

- a. End-to-end Online Dispute Resolution (ODR) process
- b. Artificial Intelligence led matching of Qualified and Mediators to the type of request based on State / City / District, Types of Cases Managed, Expertise, Experience, Linguistics etc.
- c. End to end process to manage various Journeys like Onboarding, Trouble to Resolve, Mediation.
- d. A Platform to manage Schedules, Calendar, Meetings and Communication
- e. Content Management and Document Management System to manage various document repositories
- f. Consent and Agreement of all Parties Involved on amicable settlement with Digital / e-Sign through Aadhar.
- g. Advanced features to capture Reports as per the client need
- h. Outcome Driven KPI Analysis for Forecasting and Decision Making

Onboarding Journey (OJ)

- a. A Platform would allow registration of Individuals who want to participate in raising the complaints or participate in the online pre-court settlement.
- b. Mediators can register themselves on the portal and can interact with the Individuals who are looking to pre-court settlement.
- c. Key Users who would be registered on the portal are Public Users (Individual), Customers, Companies, Mediators / Arbitrators, Officers from Court, Officers of Ministry of Consumer Affairs (MCA). Each of the user would need to have its complete registration process to enable them to raise and track their incidence.
- d. A Platform need to have integration capabilities with existing systems of MCA to fetch details including list of Companies, Complaints, Grievance System etc.
- e. A Platform would need to have integration with Payment Gateway to ensure secured payment from Individual to Arbitrators / Mediators for the payment of their fees.


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Eligibility Criteria

S. No.	Pre-qualification Criteria	Supporting document	Compliance
1.	The company should be registered in India under the Companies Act, 2013 or a partnership company registered under the India partnership Act 1932 or LLP registered under LLP Act 2008 with the registered office in India for at least 3 years before date of submission Bid.	Copy of incorporation Deed, if any	Certificate of and Partnership
2.	The company should be in the business of providing similar services for at least 03 years as on 31.03.2022.	Certificate by Secretary of the Bidder's organization	Company
3.	The company should have positive net worth in all the last 3 consecutive Financial Years (FY 2020-21, 2021-22 & 2022-23)	Format-5 to be certified & validated by Chartered Accountant (CA) of the bidder's organization	
4.	The company should have an annual turnover of Rupees 5 Cr. In each of the last 3 consecutive Financial Years (FY 2020-21, 2021-22 & 2022-23)	CA certified document with name of CA registration number, signature and stamp	
5.	The company shall have experience of providing similar services and executing projects with similar scope of work for Central Govt./State Govt./PSUs/ Govt. bodies in India costing not less than Rs. 50 Lakh each.	Copy of Work Order / Contract	
6.	The company should not be blacklisted by any Central Govt. / State Govt. / PSU/Govt. Bodies	Certificate signed by the Authorized signatory	
7.	PAN No. / Service Tax Registration Certificate	Copy of Certificate to be enclosed.	

EOI Evaluation Criteria

Interested parties can download the EOI documents containing the details of Qualification Criteria, Submission Requirement, brief Objective, Scope of Work and Evaluation Criteria etc. from the website <https://consumeraffairs.nic.in/> .


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□ **Quality and Cost Based Selection**

The method employed for the final selection of the Service Provider and award of the contract will be QCBS i.e. Quality and Cost Based Selection method, which would ensure the quality of the solution as well as the cost effectiveness of the same. Each bidder would be assigned a Technical Score (TS) and a Financial Score (FS) based on the technical and financial evaluation of the bid respectively. These scores would then be combined with pre-assigned weights and the bidders would be ranked as per this combined score. Bidder with the highest final composite score shall be declared as "Best Evaluated Bidder" and shall be entitled for the award of the contract.

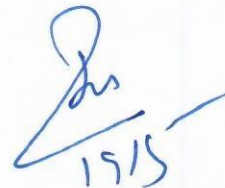
Condition under which EOI is issued:

The EOI is not an offer and is issued with no commitment. DOCA reserves the right to withdraw EOI and or vary any part thereof at any stage. DOCA further reserves the right to disqualify any company, should it be so necessary at any stage.

Last date of submission of EOI is 12.06.2023.

Clarification in this regard can be sought at given email id: jasbir.tiwari13@nic.in

Interested parties should submit Expression of Interest in a sealed cover by 12.06.2023, (15 hours (IST)) to Under Secretary (NCH), Room Number, 373-C, 3rd Floor. Krishi Bhawan, New Delhi.



Handwritten signature and date: 15/5

FORMAT – 1

S. No	Organizational Contact Details	
1.	Name of Organization	
2.	Main areas of business	
3.	Type of Organization Firm/ Company/ partnership firm registered under the Indian Companies Act, 1956/ the partnership Act, 1932	
4.	Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous? If yes, details thereof.	
5.	Address of registered office with telephone no. & fax	
6.	Address of offices in i) National Capital Region of Delhi ii) All other State/UT's	
7.	Contact Person with telephone no. & e-mail ID	

Enclose:-

1. Copy of Certificate of Incorporation.
2. Copy of Article of Association in respect of 3 above.
3. Undertaking in respect of 4 above.

Signature of the
applicant

Full name of the
applicant Stamp & Date

FORMAT – 2

Experience in Related Fields						
Overview of the past experience of the Organization in all aspects related to Brand Building related						
S. No	Items	Number of Assignments during last 5 years	Order Value of each assignment in Lakhs of Rs. (Enclose copy of each order)	Mention the name of Client/ Organization (Enclosed completion certificates)		
1	Experience of assignments of similar nature					
1.1	Experience in carrying out similar assignments in Government					
1.2	Experience in carrying out Similar assignments in Public sector.					
Decision of Evaluating Committee in ascertaining “similar nature” and “similar assignment” will be final.						
Signature of the applicant Full name of applicant Stamp & Date						

FORMAT – 3

List of experts/consultants on payroll (at least 3)				
S. No	Nam e	Designation	Qualification	Relevant Experienc e
1.				
2.				
3.				
4.				
5.				
6.				

Signature of the
applicant

Full name of applicant

Stamp & Date

FORMAT – 4

Financial Strength of the Organization					
S. No	Financial Year	Whether profitable Yes/NO	Annual netprofit (in Crores of Rs.)	Overall annual turnover (in Crores of Rs.)	Annual turnover from only Consultancy services rendered in India (in Crores of Rs.)
1	2020-21				
2	2021-22				
3	2022-23				

Note: Please enclose auditor's certificate in support of your claim.

Signature of the applicant

Full name of applicant

Stamp & Date