

No. J-24/12/2019-O/o DS (CPU)-Part (1)
Government of India
Ministry of Consumer Affairs, Food & PD
Department of Consumer Affairs

Krishi Bhawan, New Delhi
The 22nd June, 2023

E-Tender Notice

**SUBJECT: INVITATION FOR REQUEST FOR EXPRESSION OF INTEREST (REOI)
FOR THIRD PARTY EVALUATION/IMPACT ASSESSMENT STUDY OF
THE CONSUMER PROTECTION ACT, 2019**

CRITICAL DATE SHEET

Published Date	22.06.2023
Bid Submission Start Date	23.06.2023
Bid Submission End Date	22.07.2023
Bid Opening Date	25.07.2023

Online e-tenders are invited by the Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution, for request for expression of interest (Eol) for **engaging services of a consultancy organization to conduct Evaluation/Impact assessment study of the Consumer Protection Act, 2019.**

2. The tender document can be downloaded from the website of <http://eprocure.gov.in> or GeM portal from 23.06.2023.
3. The interested bidders may submit the tender online complete in all respects as per the terms & conditions prescribed in the Request for Expression of Interest (REOI) document. All the required documents, duly digitally signed, are to be uploaded along with the tender documents.
4. The competent authority in the Department of Consumer Affairs reserves the right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Document i.e Expression of Interest (Eol), without assigning any reason, therefor.



(T. Chaudhuri)
Under Secretary to the Govt. of India
Tele: 011 - 23097042

Copy to:-

The Technical Director, NIC, Department of Consumer Affairs with the request to upload the aforesaid notice on the website of the Department for wider publicity.



उपभोक्ता मामले विभाग
DEPARTMENT OF
CONSUMER AFFAIRS

Department of Consumer Affairs, Ministry of Consumer Affairs, Food &
Public Distribution

Request for Expression of Interest

Tender Reference Number: REOI/J-24/12/2019 O/o DS (CPU) – Part (1)
For Procurement of Consultancy Services

Page left blank intentionally

Table of Contents

PART I: REOI PROCESS	I
SECTION I: REQUEST FOR EXPRESSION OF INTEREST (REOI)	2
1. INVITATION.....	2
2. INSTRUCTIONS FOR EOI.....	2
2.1. <i>Governing Language and Law</i>	2
2.2. <i>Acronyms</i>	2
2.3. <i>The Contents of the REOI document</i>	2
2.4. <i>Corrigenda/ Addenda to REOI document</i>	4
3. PROCURING ENTITY - RIGHT TO REJECT ANY OR ALL EOIs	4
4. PARTICIPATION IN REOI – ELIGIBILITY CRITERIA	4
4.1. <i>Eligibility Criteria</i>	4
4.2. <i>Eligibility of Consultants from Restricted countries</i>	6
4.3. <i>Sub-consultants/ Sub-contracting</i>	7
4.4. <i>Joint Venture/ Consortium (JV/C)</i>	7
4.5. <i>Conflict of Interest</i>	8
5. PURCHASE PREFERENCE POLICIES OF THE GOVERNMENT	9
5.1. <i>Relaxation in Prior Turnover and Experience to Startups</i>	9
6. DOWNLOADING THE REOI DOCUMENT, CLARIFICATIONS AND PRE-EOI CONFERENCE	9
6.1. <i>Availability and Downloading of the REOI Document</i>	9
6.2. <i>Clarifications</i>	9
6.3. <i>Pre-EOI Conference</i>	10
7. PREPARATION OF EOIS	11
7.1. <i>EOI Submission Formats:</i>	11
7.2. <i>EOI Validity</i>	11
8. SIGNING AND UPLOADING OF EOIS	11
8.1. <i>Relationship between Consultant and eProcurement portal</i>	11
8.2. <i>Signing of EOI</i>	11
8.3. <i>Submission/ uploading of EOIs</i>	11
8.4. <i>Modification, Resubmission and Withdrawal of EOIs</i>	12
9. EOI OPENING	13
10. EVALUATION OF EOIS AND SHORTLISTING OF CONSULTANTS	13
10.1. <i>General norms</i>	13
10.2. <i>Evaluation of EOIs and Shortlisting</i>	14
10.3. <i>Publication of RFP following this EOI</i>	16
11. GRIEVANCE REDRESSAL/ COMPLAINT PROCEDURE	17
12. CODE OF INTEGRITY IN PUBLIC PROCUREMENT, MISDEMEANOURS AND PENALTIES:	18
SECTION II: APPENDIX	19
SECTION III: QUALIFICATION CRITERIA	22
PART II: SCHEDULE OF REQUIREMENTS	27
SECTION IV: TERMS OF REFERENCE (TOR)	28
PART III: EOI SUBMISSION FORMATS	31
FORM 1: EOI FORM (COVERING LETTER)	32

FORM 1.1: CONSULTANT INFORMATION	34
FORM 1.2: ELIGIBILITY DECLARATIONS	36
FORM 2: QUALIFICATION CRITERIA - COMPLIANCE.....	38
FORM 2.1: PERFORMANCE CAPABILITY STATEMENT	40
FORM 2.2 FINANCIAL CAPABILITY STATEMENTS.....	42
<i>Form 2.2.1: Financial Statements.....</i>	<i>42</i>
<i>Form 2.2.2: Average Annual Turnover</i>	<i>44</i>
FORM 3: CHECKLIST FOR CONSULTANTS.....	45
FORMAT 1: AUTHORISATION TO ATTEND PRE-EOI CONFERENCE	46

Part I: REOI Process

Section I: Request for Expression of Interest (REOI)

1. Invitation

The President of India, through the Secretary, Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution, Government of India (hereinafter referred to as ‘the Authority’, ‘the Head of Procurement’, and ‘the Procuring Entity’ respectively), invites Expression of Interest (hereinafter referred as the ‘EOIs’) from eligible and qualified Consultants for shortlisting for the delivery of Consultancy Services as described in ‘Part II: Schedule of Requirements’ (hereinafter referred to as ‘the Services’). Interested Consultants should provide sufficient and relevant information demonstrating that they meet the specified eligibility criteria and have the required qualifications to be shortlisted for providing the Services. This Request for Expression of Interest (REOI) document, reference number, REOI/J-24/12/2019-O/o DS (CPU)-Part(1) , details the process of such shortlisting. As part of this procurement process, a Request for Proposals (RFP) for selecting Consultants shall be subsequently issued only to such shortlisted Consultants.

2. Instructions for EOI

2.1. Governing Language and Law

- 1) The EOI submitted by the consultant and all subsequent correspondence and documents relating to the EOI exchanged between the consultant and the Procuring Entity should be written in the language specified in Section II: Appendix (or English, if nothing is specified - hereinafter referred to as the ‘EOI Language’). However, the language of any printed literature furnished by a Consultant in connection with its EOI may be written in any other language provided a certified translation accompanies the same in the EOI language. For interpretation of the EOI, translation in the language of the EOI shall prevail.
- 2) The REOI process shall be subject to the laws of the Union of India and the exclusive jurisdiction of courts relevant to the address of the Tender Inviting Authority.

2.2. Acronyms

The following Acronyms have been used in this REOI document:

Acronym	Definition	Acronym	Definition
DPIIT	Department for Promotion of Industry and Internal Trade	RFP	Request for Proposals
EOI	Expression of Interest	TIA	Tender Inviting Authority
JV/C	Joint Venture/ Consortium	TOR	Terms of Reference
REOI	Request for Expression of Interest		

2.3. The Contents of the REOI document

This REOI document provides the relevant information and instructions to assist the prospective Consultants in preparing and submitting EOIs. It also includes the mode and procedure for receipt/ opening, evaluation of EOIs, and shortlisting of consultants. The REOI document consists of the following parts. If additional sections/ appendices are included in a specific EOI, these would be detailed in Section II: Appendix.

Part I: REOI process

- 1) Section I: Request for Expression of Interest (REOI)
- 2) Section II: Appendix
- 3) Section III: Qualification Criteria

Part II: Schedule of Requirements

- 1) Section IV: Terms of Reference

Part III: EOI Submission Formats

- 1) Form 1: EOI Form (Covering Letter)
 - a) Form 1.1: Consultant Information
 - b) Form 1.2: Eligibility Declarations
- 2) Form 2: Qualification Criteria – Compliance
 - a) Form 2.1: Performance Capability Statement
 - b) Form 2.2: Financial Capability Statements
 - i) Form 2.2.1: Financial Statement
 - ii) Form 2.2.2: Average Annual Turnover
- 3) Form 3: Checklist for Consultants
- 4) Other Formats: Format 1: Authorisation to Attend Pre-EOI Conference

2.3.1 Section II: Appendix

Variable parameters and information related to this specific REOI process are summarised in the appendix.

2.3.2 Section III: Qualification Criteria:

This section lays down the Qualifying Criteria for shortlisting consultants. The Consultants must have requisite experience with assignments similar in nature in general and specific sectors relevant to the subject assignment. It may indicate the extent of dispensation, if any, allowed for Startups under Clause 5.1 below. Unless otherwise stated in Section II: Appendix, Consultants may associate with other firms to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture/consortium (JV/C) and/or a sub-consultancy. In response to this section, Consultant must submit Form 2: Qualification Criteria – Compliance and its sub-forms 2.1, 2.2, 2.2.1 and 2.2.2.

2.3.3 Section IV: Terms of Reference (TOR)

‘Section IV: Terms of Reference (TOR)’ describes the background, purpose/ objectives, description/ scope, deliverables/ outcomes, and timelines of Consultancy

Services (hereinafter called the ‘Service’) required. The ‘Service’ may include incidental Goods, Works, and other Services if so indicated therein. Any generic reference the ‘Service’ shall be deemed to include such incidental Goods, Works, and other Services.

2.3.4 EOI Formats for submission (To be filled, digitally signed, and uploaded by consultants)

The consultant must fill, digitally sign and upload the EOI in the Formats given in Part III: ‘EOI Submission Formats’.

2.4. Corrigenda/ Addenda to REOI document

- 1) Before the deadline for submitting EOIs, the Procuring Entity may update, amend, modify, or supplement the information, assessment or assumptions contained in the REOI document by issuing corrigenda and addenda. The corrigenda and addenda shall be published in the same manner as the original REOI document. The consultants must check the website(s) for any corrigenda/ addenda. Any corrigendum or addendum thus issued shall be considered a part of the REOI document.
- 2) If considered necessary, the Procuring Entity may suitably extend the EOI submission deadline to give reasonable time to the prospective Consultants to take such corrigendum/ addendum into account in preparing their EOI. After the Procuring Entity makes such modifications, any Consultant who has submitted his EOI shall have the opportunity to either withdraw his EOI or re-submit his EOI superseding the original EOI within the extended time of submission as per Clause 8.4 below.
- 3) The Procuring Entity may extend the deadline for the EOI submission by issuing an amendment. In such a case, all rights and obligations of the Procuring Entity and the consultants previously subject to the original deadline shall then be subject to the new deadline for the EOI submission.

3. Procuring Entity - Right to Reject any or all EOIs

The issue of the REOI document does not imply that the Procuring Entity is bound to shortlist Consultants. The Procuring Entity reserves its right to accept or reject any or all EOIs, abandon/ bypass/ cancel the REOI process and issue another REOI for the same or similar Services before or after shortlisting Consultants. It would have no liability to the affected Consultant or Consultants or any obligation to inform the affected Consultant or Consultants of the grounds for such action(s).

4. Participation in REOI – Eligibility Criteria

4.1. Eligibility Criteria

Subject to other provisions in the REOI document, participation in this shortlisting process is open to all Consultants who fulfil the ‘Eligibility’ and ‘qualification’ criteria. Consultants should meet the following eligibility criteria as of the date of their EOI submission and should continue to meet these until the subsequent RFP process and contract award. Consultants shall be required to demonstrate fulfilment of the Eligibility Criteria in Form 1.2 (Eligibility Declarations). Consultant unless otherwise stipulated in Section II: Appendix:

1) must be:

- (a) a natural person (an individual Consultant), a private entity (a Consulting Company/ LLP /Partnership firm/ Society registered under an applicable Act in India), a public Entity (Government-owned enterprise or institution), or unless otherwise stipulated in Section II: Appendix - Joint Venture/ Consortium (an association of several persons, firms, or companies - hereinafter referred to as JV/C).
- (b) a Consultancy Services provider with valid registration regarding GSTIN, PAN, EPF, ESI, Labour, or equivalent registration certificate issued by the concerned authority/government as applicable to the subject Services.

2) must:

- (a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of aforesaid reasons.
- (b) (Including their affiliates, subsidiaries, or contractors/ sub-consultants for any part of the contract):
 - i) Not stand declared ineligible/ blacklisted/ banned/ debarred by the Procuring Organisation or its Ministry/ Department from participation in its procurement processes; and/ or
 - ii) Not be convicted (within three years preceding the last date of EOI submission) or stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by appropriate agencies of the Government of India from participation in procurement processes of all its entities, for:
 - offences involving moral turpitude in business dealings under the Prevention of Corruption Act, 1988 or any other law; and/or
 - offences under the Indian Penal Code or any other law for causing any loss of life/ limbs/ property or endangering Public Health during the execution of a public procurement contract and/ or
 - suspected to be or of doubtful loyalty to the Country or a National Security risk as determined by appropriate agencies of the Government of India.
 - iii) Not have changed its name or created a new "Allied Entity", consequent to having declared ineligible/ suspended/ blacklisted/ banned/ debarred as above.
- (c) Not have an association (as a consultant/ partner/ director/ employee in any capacity)
 - of any retired employee (of Gazetted Rank) or any retired Gazetted Officer of the Central or State Government or its Public Sector Undertakings, if such a retired person has not completed the one-year cooling-off period (or any other period stipulated by their erstwhile Employer) after his retirement. However, this shall not apply if such employees/ officers have obtained a waiver of the cooling-off period from their former organisation.

- of the near relations of executives of Procuring Entity involved/ likely to be involved in this procurement process
- (d) Not have a conflict of interest (as defined in clause 4.5 below), which substantially affects fair competition. No attempt should be made to induce any other consultant to submit or not to submit an EOI to restrict competition.
- (e) must fulfil any other additional eligibility condition, if any, as may be prescribed in the REOI document.
- 3) from certain countries shall be eligible subject to certain conditions as detailed in Clause 4.2 below.
- 4) must provide such evidence of their continued eligibility to the Procuring Entity if requested.

4.2. Eligibility of Consultants from Restricted countries

4.2.1 Restrictions based on Reciprocity.

Entities from countries (if so, identified in Section II: Appendix) as not allowing Indian companies to participate in their Government procurement shall not be allowed to participate (directly or as a sub-contractor or as a member of a JV/C) on a reciprocal basis in this REOI process under the “Public Procurement (Preference to Make in India) Order 2017¹” (MII – para 10 -d) of Department for Promotion of Industry and Internal Trade, (DPIIT). Consultants must apprise themselves of the latest version of this order.

4.2.2 Restrictions Based on Land Borders

Order² (Public Procurement No. 1) issued by the Government of India (Ministry of Finance Department of Expenditure Public Procurement Division) restricting procurement from consultants from certain countries that share a land border with India shall apply to this procurement. Consultants must apprise themselves of the latest version of this order.

Any consultant from a country that shares a land border with India³, excluding countries to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects (as listed on the website of the Ministry of External Affairs⁴), – hereinafter called ‘Restricted Countries’ shall be eligible to participate in this REOI, only if the consultant is registered⁵ with the

¹ [No. P-45021/2/2017-PP \(BE-II\) dated 16th September 2020](#)

² [F.N0.6/18/2019-PPD dated 23rd July, 2020](#)

³ <https://mea.gov.in/india-and-neighbours.htm>

⁴ <http://meadashboard.gov.in/indicators/92>

⁵ <https://dipp.gov.in/sites/default/files/Revised-Application-Format-for-Registration-of-Consultants-15Oct2020.pdf>

Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT). Consultants shall enclose the certificate in Form 1 - EOI Form.

4.3. Sub-consultants/ Sub-contracting

Consultants may propose to associate Sub-consultants for specialised parts of the Services provided their names and details are clearly stated in the EOI. Such Sub-consultants should not circumvent the eligibility condition laid down above. The value of such sub-contracts shall not exceed the limit specified (25% of the contract price, if not specified) in Section II: Appendix. Nevertheless, the consultant shall solely remain responsible for sub-contracted portions of the Services. Key and Non-key personnel, whether full-time employees or on contract, shall not be considered sub-consultants. Procurement of incidental goods, equipment hires, or labour engagement shall not be treated as sub-contracting.

4.4. Joint Venture/ Consortium (JV/C)⁶

- 1) In the case where a consultant is or proposes to be a Joint Venture/ Consortium (that is, an association of several persons, firms, or companies - hereinafter referred to as JV/C), then unless otherwise specified in Section II: Appendix, in JV/C:
 - a) members should not be more than four (04)
 - b) no member should have less than 10% participation;
 - c) members having participation between 10% and 20% shall be termed as non-substantial members.
 - d) Members having more than 20% participation shall be termed as substantial members.
 - e) The Lead member must have at least 40% participation.
 - f) The lead member/consultant and various categories of members of the JV/C must be identified.
 - g) Number of non-substantial members shall not be more than one (01)
- 2) The JV/C and all members must satisfy all the eligibility requirements in this REOI document.
- 3) JV/C and its members must jointly meet the qualification criteria in Section III – Qualification Criteria. The technical/ experience qualification of all JV/C members (substantial members, Lead member and non-substantial members) shall be evaluated jointly as per Evaluation Criteria. However, for

⁶ the expressions "Joint Venture" or "JV" shall mean a joint venture, association, consortium, or other unincorporated grouping of two or more persons, whether in the form of a partnership or otherwise. Similarly, in the context of Joint Venture as the context permits, the word "leader, is synonymous with the words "representative" and "Lead Partner"; the word "member" is synonymous with the word with "partner".

financial criteria of qualification, credentials of substantial and lead members (excluding non-substantial members) shall only be considered.

- 4) All the members shall be jointly and severally liable for the entire contract if selected in the RFP Process.

4.5. Conflict of Interest

- 1) Any consultant with a conflict of interest that substantially affects fair competition shall not be eligible to participate in this procurement process. EOIs found to have a conflict of interest shall be rejected as nonresponsive. Consultant shall be required to declare the absence of such conflict of interest in Form 1.2 - Eligibility Declarations. A consultant in this procurement process shall be considered to have a conflict of interest if the consultant:
 - a) directly or indirectly controls, is controlled by or is under common control with another Consultant; or
 - b) receives or has received any direct or indirect subsidy/ financial stake from another consultant; or
 - c) has the same correspondence address or same legal representative/ agent as another consultant for purposes of this EOI; or
 - d) has a relationship with another consultant, directly or through common third parties, which puts it in a position to have access to information about or influence the EOI of another Consultant; or
 - e) would be providing goods, works, or non-consulting services resulting from or directly related to consulting services that it provided (or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm) for the procurement planning (inter-alia preparation of feasibility/ cost estimates/ Detailed Project Report (DPR), design/ technical specifications, terms of reference (TOR)/ Activity Schedule/ schedule of requirements or the EOI/ RFP Document etc) of this procurement process; or
 - f) has a close business or family relationship with a staff of the Procuring Organisation who:
 - i) are directly or indirectly involved in the preparation of the REOI document or Terms of Reference of the procurement process and/or the evaluation in EOI and/ or RFP process; or
 - ii) would be involved in the implementation or supervision of the resulting contract

Any conflict stemming from such a relationship must be reported and resolved in a manner acceptable to the Procuring Entity throughout the REOI and RFP processes and execution of the contract.

- 2) A Consultant may participate as a sub-consultant in more than one bid but only in that capacity (i.e., without bidding in an individual capacity). Bids submitted in violation of this procedure will be rejected.
- 3) **Participation of only One Entity from Affiliates:** Only one entity from among a Consultant and its affiliates (that directly or indirectly control or are controlled by or are under common control with that firm) individually or as

part of a joint venture or as a Sub-consultant shall be permitted to participate in EOI.

- 4) The consultant shall furnish information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this REOI and RFP process.

5. Purchase Preference Policies of the Government

5.1. Relaxation in Prior Turnover and Experience to Startups

- 1) In this REOI process, under the policy of the Government⁷, the Procuring Entity reserves its right to relax the condition of prior turnover and prior experience for Startups (as defined by the Department for Promotion of Industry and Internal Trade) subject to meeting of quality & technical specifications. The quality and technical parameters shall not be diluted. The decision of the Procuring Entity in this regard shall be final.
- 2) Consultants with Startup status can claim relaxation for prior turnover and experience mentioned in Section III by providing a valid 'Certificate of Recognition' issued by the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Govt. of India. Such relaxation shall be given only for the specific domain of goods/ services they are registered for.

6. Downloading the REOI document, Clarifications and Pre-EOI Conference

6.1. Availability and Downloading of the REOI Document

The Request for Expression of Interest shall be published on the eProcurement Portal (the portal). It shall be available for download after the date and time of the start of availability till the deadline for availability as mentioned in Section II: Appendix. Unless otherwise stipulated in Section II: Appendix, the downloaded Request for Expression of Interest is free of cost. If the Procuring Entity happens to be closed on the deadline for submitting the EOIs as specified above, this deadline shall *not* be extended. Any query/ clarification regarding downloading Request for Expression of Interest and uploading EOIs on the portal may be addressed to their Help Desk (contact details given in Section II: Appendix).

6.2. Clarifications

A Consultant may seek clarification of the REOI document through the eProcurement portal before the date and time prescribed in Section II: Appendix (or, if not mentioned, before fourteen days of the deadline for the EOI submission). This deadline shall not be extended in case of any intervening holidays. No other means of submission of queries shall be entertained. All such queries shall relate to the REOI document alone, and queries related to a detailed analysis of Terms of Reference, payment terms and mode of selection shall only be entertained during the RFP Process. The Procuring Entity shall respond no later than seven days before the deadline for EOI submission. The query and clarification shall be shared with all prospective consultants on the

⁷ Rule 173 (i) of GFR 2017

portal without disclosing its source. If required, the Procuring Entity may modify the REOI document that may become necessary due to the clarification through an Addendum/ Corrigendum issued as per clause 2.4 above.

6.3. Pre-EOI Conference

- 1) If a Pre-EOI conference is stipulated in Section II: Appendix, prospective consultants interested in participating in this REOI may attend a Pre-EOI conference to clarify the conditions of the REOI process at the venue, date and time specified therein. Participation in the Pre-EOI conference is not mandatory but is restricted to prospective consultants who have registered for the Pre-EOI conference.
- 2) The date and time by which the written queries for the Pre-EOI must reach the authority and the last date for registration for participation in the Pre-EOI conference are also mentioned in Section II: Appendix. If the dates are not mentioned, such date and time shall be seven days before the date and time of the Pre-EOI conference.
- 3) Delegates participating in the Pre-EOI conference must provide a photo identity and an authorisation letter as per Format 1: “Authorisation to Attend Pre-EOI Conference” from their organisation; else, they shall not be allowed to participate. The Pre-EOI conference may also be held online at the discretion of the Procuring Entity.
- 4) After the Pre-EOI conference, minutes of the Pre-EOI conference (including the questions asked in writing and those asked during the meeting (without identifying the source) and the responses given, together with any responses prepared after the meeting, shall be published on the Procuring Entity’s Portal within seven days from the Pre-EOI conference. If required, a clarification letter and corrigendum to the REOI document shall be issued, containing amendments, if any, of various provisions (including the TOR, if required) of the REOI document, which shall be deemed part of the REOI document. As per clause 2.4 above, the Procuring Entity may suitably extend by at least three days the deadline for the EOI submission to give reasonable time to the prospective consultants to consider such clarifications in preparing their EOIs.

7. Preparation of EOIs

7.1. EOI Submission Formats:

Consultants must fill and submit the EOI in the Formats in Part III - 'EOI Submission Formats'. EOI by the Consultant shall include inter-alia duly signed or digitally signed scanned copies of the original documents in pdf format.

7.2. EOI Validity

- 1) Unless specified to the contrary in Section II: Appendix, EOIs shall remain valid for a period not less than 60 (sixty) days from the deadline for the EOI submission stipulated in Section II: Appendix. An EOI valid for a shorter period shall be rejected as nonresponsive.
- 2) In case the day upto which the EOIs are to remain valid falls on/ subsequently declared a holiday or closed day for the Procuring Entity, the EOI validity shall automatically be deemed to be extended upto the next working day.
- 3) In exceptional circumstances, before the expiry of the original time limit, the Procuring Entity may request the consultants to extend the validity period for a specified additional period. The request and the consultants' responses shall be made in writing or electronically. A consultant may agree to or reject the request. A consultant who has agreed to the Procuring Entity's request for extension of EOI validity, however, in no case he shall be permitted to modify his EOI.

8. Signing and Uploading of EOIs

8.1. Relationship between Consultant and eProcurement portal

The Procuring Entity is neither a party nor a principal in the relationship between the consultant and the organisation hosting the e-procurement portal (hereinafter called the portal). Consultants must comply with the rules, conditions, regulations, procedures, and implied conditions/ agreements of the eProcurement portal, including registration, compatible Digital Signature Certificate (DSC) etc. Consultants shall settle clarifications and disputes, if any, regarding the portal directly with them. In case of conflict between provisions of the portal with the REOI document, provisions of the portal shall prevail. Consultants may study the resources provided by the Portal for Consultants.

8.2. Signing of EOI

The individual signing/ digitally signing the EOI or any other connected documents should submit an authenticated copy of the document(s), which authorises the signatory to commit and submit EOIs on behalf of the Consultant along with Form 1.1: Consultant Information.

8.3. Submission/ uploading of EOIs.

8.3.1 Submission/ Uploading to the Portal

- 1) EOIs must be uploaded on the eProcurement Portal mentioned in Section II: Appendix until the submission deadline. If the office happens to be closed on the deadline to submit the EOIs as specified above, this deadline shall not be

extended. No manual EOIs shall neither be made available nor accepted for submission. EOI submitted through modalities other than those stipulated in Section II: Appendix shall be liable to be rejected as nonresponsive.

- 2) In the case of downloaded documents, Consultants must not make any changes to the contents of the documents while uploading, except for filling in the required information. Otherwise, the EOI shall be rejected as nonresponsive. Uploaded Pdf documents should not be password protected. Consultants should ensure the clarity/ legibility of the scanned documents uploaded by them.
- 3) The date and time of the e-Procurement server clock, which is also displayed on the dashboard of the consultants, shall be taken as the reference time for deciding the closing time of EOI submission. Consultants are advised to ensure they submit their EOI within the deadline of EOI submission, taking the server clock as a reference, failing which the portal shall not accept the EOIs. No request on the account that the server clock was not showing the correct time and that a particular consultant could not submit their EOI because of this shall be entertained. Failure or defects on the internet or heavy traffic at the server shall not be accepted as a reason for a complaint. The Procuring Entity shall not be responsible for any failure, malfunction or breakdown of the electronic system used during the e-Tender process.
- 4) Only one copy of the EOI can be uploaded, and the Consultant shall digitally sign all statements, documents, and certificates uploaded by him, owning sole and complete responsibility for their correctness/ authenticity as per the IT Act 2000 as amended from time to time. An EOI submitted by a Joint Venture shall be digitally signed by an authorised representative who has a written power of attorney signed by each member's authorised representative to be legally binding on all members.
- 5) All EOIs uploaded by Consultants to the portal shall get automatically encrypted. The encrypted EOI can only be decrypted/ opened by the authorised persons on or after the due date and time. The consultant should ensure the correctness of the EOI before uploading and take a printout of the system-generated submission summary to confirm successful EOI upload.

8.3.2 Implied acceptance of procedures by Consultants

Submission of EOI in response to the REOI document is deemed to be acceptance of the procedures and conditions of the e-Procurement and REOI document.

8.3.3 Responsibility of the Consultant to declare all changes.

Consultants must advise the Procuring Entity immediately in writing of any material change to the information provided in their EOI submission, including any substantial change in their ownership, eligibility, or financial or performance capacity. For shortlisted Consultants, this requirement applies until a contract is awarded in the following RFP process. For the consultant successful in the RFP process, this requirement shall apply till the execution of the resultant contract.

8.4. Modification, Resubmission and Withdrawal of EOIs

8.4.1 Modification & Resubmission

Once submitted in e-Procurement, Consultants cannot view or modify their EOI since it is locked by encryption. However, resubmission of the EOI by Consultants for any number of times superseding earlier EOI(s) is allowed upto the submission deadline by following procedures prescribed by the portal. Resubmission of an EOI shall require uploading all documents afresh. The system shall consider only the last EOI submitted.

8.4.2 Withdrawal

The consultant may withdraw his EOI before the submission deadline by following procedures prescribed by the portal, and it shall be marked as withdrawn and shall not get opened during the EOI opening. No EOI should be withdrawn after the submission deadline and before its validity period expires.

9. EOI Opening

EOIs received shall be opened online on or after the specified date and time in Section II: Appendix. EOIs cannot be opened before the specified date & time, even by the Tender Inviting Authority, the Procurement Officer, or the Publisher. If the specified date of EOI opening falls on or is subsequently declared a holiday or closed day for the Procuring Entity, the EOIs shall be opened at the appointed time on the next working day.

10. Evaluation of EOIs and Shortlisting of Consultants

10.1. General norms

10.1.1 Evaluation is based only on declared criteria.

- 1) The evaluation shall be based upon scrutinising and examining all relevant data and details submitted by Consultants in its/ his EOI and other allied information deemed appropriate by Procuring Entity. Evaluation of EOIs shall be based only on the criteria/ conditions included in the REOI document.
- 2) Information relating to the evaluation of EOIs and shortlisting results shall not be disclosed to any participant or any other persons not officially concerned with such process until the notification of shortlisting is made in accordance with clause 10.2.5 below.
- 3) The determination shall not consider the qualifications of other firms, such as the consultant's subsidiaries, parent entities, affiliates, or any other firm(s) different from the consultant.

10.1.2 Clarification of EOIs and shortfall documents

- 1) During the evaluation of EOIs, the Procuring Entity may, at its discretion, but without any obligation to do so, ask Consultants to clarify its EOI by a specified date (or, if not specified, seven days from the date of receipt of such request). Consultants should answer the clarification within that specified date. The clarification request and response shall be submitted in writing or electronically. No change in the substance of the EOI shall be sought, offered, or permitted that may grant any undue advantage to such a consultant. Any

clarification submitted by a Consultant regarding its EOI that is not in response to a request by the Purchasing Entity shall not be considered.

- 2) The Procuring Entity reserves its right to, but without any obligation to do so, seek any shortfall information/ documents. Provided such information/ documents are historical, which pre-existed at the time of the EOI opening and which have not undergone change since then and do not grant any undue advantage to any consultant. There is a provision on the portal for requesting Short-fall documents from the consultants. The system allows taking the shortfall documents from consultants only once after the EOI opening.
- 3) If the consultant fails to provide satisfactory clarification and/or missing information, its EOI shall be evaluated based on available information and documents.

10.1.3 Contacting Procuring Entity during the evaluation

From EOI submission to shortlisting of Consultants, no Consultant shall contact the Procuring Entity on any matter relating to the submitted EOI. If a Consultant needs to contact the Procuring Entity relating to this EOI, it should do so only in writing or electronically. Any effort by a Consultant to influence the Procuring Entity during the REOI process shall be construed as a breach of the Code of Integrity, and EOI shall be liable to be rejected as nonresponsive in addition to other punitive actions for such a breach as per the REOI document.

10.2. Evaluation of EOIs and Shortlisting

In evaluating the EOI, conformity to the eligibility and qualification criteria to those in the REOI document is ascertained. Additional factors incorporated in the REOI document shall also be considered as indicated therein.

10.2.1 Determining Responsiveness

Only substantively responsive EOIs shall be evaluated for shortlisting. A substantively responsive EOI is complete and conforms to the REOI document's essential terms and conditions. Unless otherwise stipulated in Section II: Appendix, the following are some of the crucial aspects for which an EOI shall be rejected as nonresponsive:

- 1) The EOI is not in the prescribed format or is not submitted as per the stipulations in the REOI document.
- 2) The consultant is not eligible to participate in the EOI as per laid down eligibility criteria;
- 3) The EOI validity is shorter than the required period.
- 4) The EOI departs from the essential requirements stipulated in the EOI document;
- 5) Non-submission or submission of illegible scanned copies of stipulated documents/ declarations, if any
- 6) The Consultant fails to provide and/ or comply with the required information, instructions etc., incorporated in the REOI document or gives evasive information/ reply against any such stipulations.
- 7) The Consultant furnishes wrong and/ or misleading data, statement(s) etc. In such a situation, besides rejecting the EOI as nonresponsive, it is liable to

attract other punitive actions under relevant provisions of the REOI document for breach of the Code of Integrity.

10.2.2 Evaluation of eligibility

Procuring entity shall determine, to its satisfaction, whether the Consultants are eligible as per Clause 4 above to participate in the REOI process as per submission in 'Form 1.2: Eligibility Declarations'. The eligibility evaluation shall be on a "pass" or "fail" basis. A Consultant must achieve a "pass" on all the criteria to proceed to the next step. Any Consultant not achieving a 'pass' in any of the eligibility criteria shall be rejected as nonresponsive.

10.2.3 Evaluation of Qualification Criteria

- 1) Procuring entity shall determine whether the Consultants are qualified and capable in all respects to be shortlisted to provide the 'Services' (subject to dispensation, if any, for Startups, as per clause 5.1 above), as per Section III: Qualification Criteria and submission in Forms listed in Part II: 'EOI Submission Formats'. The determination shall not consider the qualifications of other firms, such as the consultant's subsidiaries, parent entities, affiliates, or any other entity different from the consultant. The Procuring Entity reserves the right to waive minor deviations in the qualification criteria if they do not materially affect the capability of a Consultant to perform the contract. The a and Experience of Key Experts are not included in the shortlisting criteria but shall be evaluated at the RFP stage.
- 2) Consultants planning to subcontract any of the Key Activities indicated in Part III, Schedule of Requirements to Sub-consultants in accordance with clause 4.3 above, shall specify the activity(ies) or parts of the Services to be subcontracted in their EOI identifying the proposed Sub-consultants in their EOI. Experience (but not Financial Qualifications) of such proposed Sub-consultant(s) can be used to meet the experience requirements specified in Section III, Qualification Criteria.
- 3) Unless otherwise stipulated in Section II: Appendix, assignments completed by the Consultant's individual experts working privately or through other consulting firms cannot be claimed as the relevant experience of the Consultant or that of the Consultant's partners or sub-consultants in Form 2.1: Performance Capability Statement.

10.2.4 Verification of Original Documents at RFP Process

The Procuring Entity reserves its right to call for verification, originals of all self-certified copies of uploaded documents from the Consultants during the following RFP Process. If the shortlisted consultant fails at that stage to provide such originals or, in case of substantive discrepancies in such documents, it shall be construed as a breach of the Code of Integrity (see clause 12 below). Such RFP proposals shall be liable to be rejected as nonresponsive in addition to other punitive actions for such a breach.

10.2.5 Declaration of Shortlisted Consultants

- 1) EOIs of Consultants that succeed in the above evaluation shall be shortlisted. Provisionally shortlisted consultants will be informed of the condition(s) that must be met before submitting their Proposal in the RFP process. Such shortlisting shall remain valid for a period specified in Section II: Appendix (six months from the date of declaration, if not so specified).
- 2) Only shortlisted (including provisionally shortlisted) Consultants shall be invited to participate in the following RFP process. If stipulated in Section II: Appendix, if there are a larger number of consultants meeting the evaluation criteria, the shortlist shall be restricted to a specified number of Consultants (if not specified, eight (8) consultants) based on higher Average Turnover (or any other criteria, if so, stipulated therein).
- 3) The name and address of the shortlisted consultant (s) shall be published in the portal and notice board/ bulletin/website of the Procuring Entity. All Consultants shall be advised about shortlisting of their EOIs or otherwise without disclosing the comparative position of their EOIs with that of others. Shortlisted Consultants must not advertise or publish the same in any form without the prior written consent of the Procuring Entity.
- 4) Shortlisting a consultant is an administrative process and does not confer any legal or contractual rights on him. Since original documents/ certificates are not being called for and examined at this stage, all shortlisted shall be conditional upon final verification of such documents/ certificates during the RFP Process.

10.3. Publication of RFP following this EOI

The Procuring Entity shall publish a Request for Proposal (RFP) addressed exclusively to shortlisted Consultants for the following procurement process through the eProcurement portal. Procuring Entity/ the Portal may issue notifications/ alerts to such Consultants but without any liability. Such Consultants shall be responsible for being on the lookout for the RFP on the portal. While publishing the RFP, the Procuring Entity reserves its right to elaborate further on the brief overview of the proposed procurement/scope of work, qualification Criteria and other terms & conditions without vitiating the shortlisting process. Shortlisted Consultants shall have no claim in this regard.

11. Grievance Redressal/ Complaint Procedure

- 1) Consultants have the right to submit a complaint or seek de-briefing if he is not shortlisted in this REOI process, in writing or electronically, within ten days of the declaration of EOI evaluation results. The complaint shall be addressed to the Head of Procurement.
- 2) Within five working days of receipt of the complaint, the Tender Inviting Authority shall acknowledge the receipt in writing to the complainant, indicating that it has been received. The response shall be sent in due course after a detailed examination.
- 3) The Tender Inviting Authority shall convey the final decision to the complainant within 15 days of receiving the complaint. No response shall be given regarding the confidential process of evaluating EOIs before the results are notified, although the complaint shall be kept in view during such a process. However, no response shall be given regarding the following topics explicitly excluded from such complaint process:
 - a) Only a consultant who has participated in the REOI process and has not been shortlisted can make such a representation. Complaints regarding shortlisting or exclusion of other consultants shall not be entertained.
 - b) No third-party information (EOIs, eligibility/ qualification) shall be sought and must not be included in the response.
 - c) Following decisions of the Procuring Entity shall not be subject to review:
 - i) Determination of the need for procurement.
 - ii) Complaints against eligibility and qualification criteria except under the premise that they are either vague or too specific to limit competition.
 - iii) Choice of the selection procedure.
 - iv) Provisions limiting the participation of consultants in the REOI process, in terms of policies of the Government
 - v) Provisions regarding purchase preferences to specific categories of consultants in terms of policies of the Government
 - vi) Cancellation of the REOI process except where it is intended to subsequently re-tender the same Services

12. Code of Integrity in Public Procurement, Misdemeanours and Penalties:

Code of Integrity⁸ and penalties for violating the Govt of India, Ministry of Finance, Department of Expenditure shall apply to this REOI process. Procuring authorities, consultants, suppliers, contractors, and consultants should observe the highest standard of integrity and not indulge in prohibited practices or other misdemeanours, either directly or indirectly, during the entire procurement Process (including this EOI) or the execution of resultant contracts.

Note: For further details, please refer to appended Section II: Appendix.

Digitally Signed by

Tender Inviting Authority (TIA)

[Sunil Kumar Mishra, Deputy Secretary (CPU), Room No. 461, Department of Consumer Affairs, Krishi Bhawan, New Delhi - 110001]

⁸ as detailed in Rule 175 and Rule 151 of the General Financial Rules, 2017 (and its amendments, if any)

Section II: Appendix

Expression of Interest Document No. REOI/ J-24/12/2019-CPU-O/o DS(CPU)-Part-1); Tender Title: Consultancy Services

1.0 Basic REOI Details			
Tender Title	Request for Expression of Interest for Consultancy Services		
Name of Project	<i>Evaluation/Impact Assessment Study of the Consumer Protection Act, 2019</i>		
Tender Reference Number	REOI/J-24/12/2019 O/o DS (CPU) – (Part-1)	Tender ID	
Tender Type	<i>[Expression of Interest]</i>	Tender Category	<i>[Services]</i>
No. of Covers	Single Cover	Product Category	Consultancy
Domestic/ Global Procurement	<i>Domestic Procurement</i>	Organisation:	Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution
The Procuring Entity:	Department of Consumer Affairs	Authority on whose behalf EOI is invited	President of India
Through the	Head of Procurement	Tender Inviting Authority (TIA)	<i>Deputy Secretary (CPU), Department of Consumer Affairs</i>
Address	<i>Room No. 461, Department of Consumer Affairs, Krishi Bhawan, New Delhi - 110001</i>		
2.0 Critical Dates (Clause 6; 7; 8, and 9)			
Published Date	<i>22.06.2023</i>	EOI Validity (Days from the date of EOI Opening) – REOI Clause 7.2	<i>[90 Days, 21.09.2023]</i>
Document Download Start Date & Time	<i>23.06.2023, 9:00 AM</i>	Document Download End Date & Time	<i>22.07.2023, 05:00 PM</i>

Clarification Start Date & Time	23.06.2023, 9:00 AM	Clarification End Date & Time	29.06.2023, 5:00 PM
EOI Submission Start Date & Time	23.06.2023, 9:00 AM	EOI Submission Closing Date & Time	22.07.2023, 5:00 PM
EOI Opening Date & Time	25.07.2023, 12:00 PM		
3.0 Eligibility and Qualification Criteria (Clauses 2.3.2, 4.1 to 4.5, 10.2 and Section III)			
Nature of Consultants eligible and association with sub-consultants/ JV	<i>The Applicant shall be a Government/Semi-Government Institution/ PSU/ Partnership/Private limited company/ trusts/ societies working in the field of Research, Education or any similar area.</i>		
Any additional Eligibility or responsiveness Criteria	<i>The organization should have conducted and completed (a) at least five studies in the last 5 years [2018-19 to 2022-23 (1st April, 2018 to 31st March 2023)], (b) out of which at least one should be for a Govt. Department/agency (Central or State or PSU) and (c) out of which at least one should be having awarded/completed cost of Rs.10 lakh and above.</i>		
Maximum limit of the value of Subcontracting permitted	N.A	Various JV parameters: Maximum number of members etc., as per clause 4.4.-1)	N.A
4.0 Obtaining the REOI document and clarifications (Clauses 6 & 8)			
eProcurement and Procuring Entity's Portal/ Help Desk	https://eprocure.gov.in/eprocure/app	<i>[0120-4001 002; 0120-4001 005; 0120-6277 787 or <u>support-eproc@nic.in</u>]</i>	
	<i>[https://consumeraffairs.nic.in/]</i>		
Cost of REOI document (INR)	<i>[Nil]</i>		
Office/ Contact Person/ email for clarifications	<i>[Same as TIA above]</i>		

5.0 Pre-EOI Conference (Clause 6.3)			
Is a Pre-EOI Conference proposed to be held?		<i>[No]</i>	
6.0 Preparation and Submission and Opening of EOIs (Clauses 7 and 8)			
EOIs to be Addressed to	President of India, Through Head of Procurement, Procuring Entity		
Instructions for Online EOI Submission	<i>[https://etenders.gov.in/eprocure/app?page=HelpForContractors&21ervices=page]</i>		
Language of Submission	<i>[English]</i>	EOI Validity	<i>[90 days from Bid opening date]</i>
EOI Opening Place	<i>[On e-procurement portal(s) mentioned above]</i>		
7.0 Evaluation of EOI and Qualification Criteria (clause 10 and Section III: Qualification Criteria)			
Maximum number of consultants on the shortlist and criteria on which it would be based	<i>8, the Average Total Turnover</i>	Minimum qualifications to be met by Lead Member and Substantial members	<i>[Lead members and Substantial members should meet a minimum of 40% & 20% of the qualifying criteria]</i>
8.0 About RFP that would follow – clause 10.3			
RFP to be issued	Limited to shortlisted Consultants from this EOI	Form of Contract from RFP	<i>[Lumpsum]</i>
Selection Method	<i>[LCS]</i>	Bid Security Requirements	<i>[Yes – shall be detailed in the RFP]</i>
Performance Security	<i>[Yes – shall be detailed in the RFP]</i>		

Section III: Qualification Criteria

REOI document No. REOI/J-24/12/2019 O/o DS (CPU) – (Part.-1); Tender Title: Consultancy Services

(Ref REOI Clause 2.3)

Note for Consultants: Regarding this Section, Consultants shall submit the following forms:

- 1) Form 2: Qualification Criteria – Compliance
 - a) Form 2.1: Performance Capability Statement
 - b) Form 2.2: Financial Capability Statements
 - i) Form 2.2.1: Financial Statement
 - ii) Form 2.2.2: Average Annual Turnover
 - c) Relevant date when the specified period ends for different supporting reports shall be:
 - i) For all annual reports, the periods mentioned end with the financial [31st March, 2023].
 - ii) For other statements, the periods mentioned end on the month before the last date of EOI submission.

Similar Assignments for Qualification Criteria

The qualification criteria aim to shortlist Consultants who have been providing Consultancy services for at least the specified period and have completed the specified volume of assignments during the specified period.

The contractor should demonstrate experience relevant to the subject assignment by way of the specified volume of assignments of similar nature and in General and Specific Sectors.

Similar Nature of Assignments

- 1) Conducting impact assessments or evaluations of justice delivery systems.
- 2) Evaluating the effectiveness and implementation of consumer protection legislation.
- 3) Assessing dispute resolution mechanisms, particularly mediation, in the context of consumer cases.

	<p>4) Analysing the adoption and effectiveness of e-filing systems.</p> <p>5) Evaluating consumer-friendly practices and measures within legal or quasi-judicial institutions.</p> <p>6) Conducting assessments of infrastructural and human resource challenges in judicial or quasi-judicial bodies.</p>
<p>General Sector</p>	<p>The consultants should have experience in consumer advocacy, legal frameworks for consumer protection, or market analysis in consumer-related industries.</p>
<p>Specific Sector</p>	<p>The specific areas to be covered can include but are not limited to:</p> <ol style="list-style-type: none"> 1) Consumer commissions at various levels (national, state, district) and their jurisdiction. 2) Consumer commissions' pendency of cases, backlog, and reasons for delays. 3) Implementation and effectiveness of provisions in the Consumer Protection Act 2019 by the consumer commissions. 4) Mediation processes within consumer commissions and their effectiveness.

	<ul style="list-style-type: none">5) E-filing systems and their adoption, usage, and impact on case filing.6) Strategies and practices to enhance the consumer-friendliness of the commissions.7) Infrastructural and human resource challenges faced by the consumer commissions and potential solutions.
--	--

Criteria 1 General and Similar Experience:	Variables	Submission Form
<p>i) Consultants must have at least α years' experience in Consultancy Services</p> <p>ii) During the last β years, Consultancy Assignments completed or substantially completed (at least γ payments received) should be at least δ</p> <p>iii) Out of the Consultancy Assignments mentioned above, ϵ should be similar assignments</p> <p>Note:</p> <p>During the RFP Process, assignment experience certificates may be called for to substantiate qualifications.</p> <p>Such certificates from the public sector or publicly listed companies/private companies/Trusts must be issued from their Head office by a person of the organisation duly enclosing his authorisation by the Management for giving such credentials. A certificate from a private individual shall not be accepted. Certificates shall be acceptable only from publicly listed companies/private companies/Trusts with an annual turnover of Rs 500 crore and above.</p>	<p>$\alpha = [7]$</p> <p>$\beta = [5]$</p> <p>$\gamma = [80\%]$</p> <p>$\delta = [5]$</p> <p>$\epsilon = [1]$</p>	<p>Form 1.1: Consultant Information</p> <p>Form 2.1: Performance Capability Statement.</p>
Criteria 2 - Financial Capability	Variables	Submission Form
<p>Turnover: Minimum average annual turnover of at least Rs. θ Crores, at least κ of which should be from Consultancy Service Contracts, calculated as total certified payments received for contracts in progress or completed within the last λ years., and</p> <p><i>Note: During RFP Process Consultant shall be asked to furnish documentary evidence to demonstrate his current Financial Capability and demonstrate it as per Criteria 2.</i></p>	<p>$\theta = 1$</p> <p>$\kappa = [50\%]$</p> <p>$\lambda = [5]$</p>	<p>Form 2.2: Financial Capability Statements</p>
<p>Qualification criteria in the table above can be relaxed upto ξ % for startups subject to meeting the quality and technical specifications during the RFP.</p>	<p>$\xi = [20\%$ (twenty percent)]</p>	<p>Refer to REOI clause 5.2</p>

Note to Consultant: During RFP Process, while original documents/ certificates are called for to authenticate the qualification claimed, the following may be kept in mind:

- 1) When a joint venture or other association submits the bid, in that case, all members (other than non-substantial members) in the JV/C must submit their financial statements in order of the member's share in the partnership, greatest to least. The figures of members of a JV/C (other than non-substantial members) shall be added to determine compliance with the minimum financial qualifying criteria. However, unless otherwise stated in Section II: Appendix, for a JV/C to qualify, the Lead member must meet at least 40 percent of those minimum criteria for an individual Bidder and other members at least 20% of the criteria. Failure to comply with this requirement shall result in the rejection of the JV/C's bid.
- 2) The consultant shall submit the audited balance sheet and/or banking reference along with their RFP proposal. An authorised representative of the consultant must -sign the statement.

Part II: Schedule of Requirements

Section IV: Terms of Reference (TOR)

REOI document No. REOI/J-24/12/2019 O/o DS (CPU) – (Part-1); Tender Title: Consultancy Services

(Ref REOI Clause 2.3)

Terms of Reference

1) Recital and Objectives:

With a view to modernise and further strengthen the consumer protection legislation, the Consumer Protection Act, 2019 was enacted on 9th August, 2019. The new Act has come in to force w.e.f. 20th July, 2020, replacing the old Consumer Protection Act, 1986.

As was in the old Act, the new Act provides for establishment of a three tier quasi-judicial machinery, called the Consumer Commissions, at the district level (District Commission), state level (State Commission) and at the national level (the National Commission). Consumers can file complaints against any defect in goods purchased or deficiencies in any services availed of, including any unfair/restrictive trade practices adopted, through these specialized quasi-judicial agencies. These consumer commissions have been mandated by the law to render simple, inexpensive and speedy redressal of consumer disputes.

The new Act contains several new features such as establishment of an agency called the Central Consumer Protection Authority (CCPA) to promote, protect and enforce the rights of consumers as a class, post-litigation court annexed mediation to expedite settlement of consumer disputes, product liability, provision for making rules to regulate unfair trade practices in e-commerce and direct selling, provision for penalty for adulteration of products and manufacture/ale of spurious goods.

In addition to this, there are several provisions with regard to simplification of the adjudication process in the Consumer Commissions such as enhancement of pecuniary jurisdiction of the Consumer Commissions, filing of complaints from a consumer Commission having jurisdiction over the place of residence/work of consumer, e-filing & e-payment, video conferencing for hearing, deemed admissibility of complaints if not admitted within twenty-one days etc.

The objective of the Impact Assessment Study is to explore the various options for the Reorientation of the Consumer Commissions towards providing an affordable, effective and speedy justice to the Consumers and make them consumer friendly.

2) Form of BOQ/ Contract – [Lumpsum]

3) Description of Services

a) Short Description and Broad Scope of Services:

While addressing the above objective, it is envisaged that the following issues may also be probed

- Sector wise analysis of the reasons of pendency of the cases in the Consumer Commissions;
- How far have the provisions of the Consumer Protection Act 2019 been implemented by the Commissions towards providing an effective, affordable and hassle free justice delivery system;
- How to make Mediation an effective dispute redressal mechanism;
- E Filing : How to make it a preferred options for case filing;
- How to make Consumer Commissions more consumer friendly;
- Infrastructural and human resource challenge faced by the Consumer Commissions and effective ways to redress the same.

b) Key Activities and Dependencies:

1. Conduct a comprehensive review of relevant literature, laws, regulations, and policies related to consumer protection, consumer commissions, and justice delivery systems.
2. Engage with key stakeholders, including consumer commissions, government officials, consumer rights organizations, legal experts, and other relevant parties.
3. Analyze the reasons for case pendency in consumer commissions across different sectors, such as telecommunications, e-commerce, healthcare, financial services, etc.
4. Assess the extent to which the provisions of the Consumer Protection Act 2019 have been implemented by the consumer commissions in providing an effective, affordable, and hassle-free justice delivery system.
5. Evaluate the effectiveness of mediation as a dispute resolution mechanism within consumer commissions.
6. Evaluate the existing e-filing system in consumer commissions and its usage by stakeholders and identify barriers or challenges in the adoption and utilization of e-filing.
7. Identify consumer-friendly practices, approaches, or reforms that can be implemented within consumer commissions to enhance accessibility, transparency, and ease of use for consumers.
8. Assess and analyse the infrastructural and human resource challenges faced by consumer commissions.

c) Deliverables/ Outcomes and Timelines (frequency) thereof:

1. Submission of draft report and raw data within 2 months from the award of work.
2. Presentation before Department of Consumer Affairs within 15 days from the submission of draft report.
3. Submission of Final Report

4) **Institutional and organisational arrangement for Services**

- a) Counterpart Contract Manager (or Contract Management Team) of the Procuring Entity: Shri Anupam Mishra, Joint Secretary, Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution

5) Reporting Requirements and Time Schedule for Deliverables (including Know-how transfer/ training, reports/ reporting, and Milestones)

S.No.	Key Activities	Time Lines
1.	Working out a detailed methodology, study design, analytical framework, and activity wise time frame of the study in consultation with DoCA	10 days from the date of award of work
2.	Field work, interaction with stakeholders and other activities, as required	1 month from award of work
3.	Submission of Draft Report to DoCA with 3 hard copies (colour), along with soft copy and raw data/data files/other details collected in connection with study	2 months from award of work
4.	Presentation before DoCA/ seeking comments of DoCA on the Draft Report	Within 15 days of submission of Draft Report to DoCA
5.	Submission of Final report of 5 (five) hard copies (colour) along with soft copies and all raw data/other details/data files collected in connection with the study	15 days from receipt of comments from DoCA

6) Statutory and contractual obligations to be complied with by the consultant:

The detailed obligations to be complied by the consultant shall be mentioned in the RFP document which shall be issued to all the shortlisted consultants.

Part III: EOI Submission Formats

Form 1: EOI Form (Covering Letter)

(Ref REOI Clause 2.3)

(To be submitted with supporting documents, if any)

(On Consultant's Letter-head)

(Strike out alternative phrases not relevant to you)

Consultant's Name _____

[Address and Contact Details]

Consultant's Reference No. _____ Date.....

To

The President of India, through

Head of Procurement

Procuring Organisation

[Complete address of the Procuring Entity]

Ref: Your REOI document No REOI/J-24/12/2019 O/o DS (CPU) – (Part-1); Tender

Title: Consultancy Services

Sir/ Madam

Having examined the abovementioned REOI document, we, the undersigned, hereby submit/ upload our Expression of Interest (EOI) for being shortlisted for the performance of the Services.

(Please tick appropriate boxes or strike out sentences/ phrases not applicable to you)

1) **About us:**

We, M/s _____, hereby certify that We are a firm (or members of our JV/C are) of proven, established, and reputed Consultant having the required Experience, Past performance, Personnel, and Financial capability, with offices at _____.

2) **Our Eligibility and Qualifications to participate:**

- a) We comply with all the eligibility criteria stipulated in this REOI document, and the relevant declarations are made along with documents in Form 1.2 of this EOI-Form.
- b) We fully meet the qualification criteria stipulated in this REOI document, and the relevant details are submitted along with documents in Form 2: 'Qualification Criteria – Compliance' and its sub-forms.
- c) We undertake to provide originals of all self-certified copies of uploaded documents during the RFP Process. We have understood the ramifications of failure to do so as detailed in clauses 10.2.4 and 10.2.5 of Section I: REOI.
- d) We have / don't have any conflict of interest with any other Consultant as per clause 4.5 of Section I: REOI.
- e) No commissions and gratuities have been paid or are to be paid to agents or any other party by us relating to this REOI and RFP processes.
 Following commissions and gratuities have been paid/ are to be paid to agents or any other party by us relating to this procurement process: -----

3) **Affirmation of terms and conditions of the REOI document:**

We have understood the complete terms and conditions of the REOI document. We accept and comply with these terms and conditions without reservations, although we are not signing and submitting some of the sections of the REOI document.

4) Abiding by the EOI Validity

We agree to keep our EOI valid for acceptance for a period upto -----, as required in the REOI document, or for a subsequently extended period, if any, agreed to by us.

5) Non-tempering of Downloaded REOI documents and Uploaded Scanned Copies

We confirm that we have not changed/ edited the contents of the downloaded EOI Formats. We realise that any such change noticed at any stage, including after the contract award, shall be liable to punitive action in this regard stipulated in the REOI document. We also confirm that scanned copies of documents/ affidavits/ undertakings uploaded along with our EOI are valid, true, and correct to the best of our knowledge and belief. We shall be responsible if any dispute arises regarding the validity and truthfulness of such documents/ affidavits/ undertakings. Upon our successful shortlisting, we undertake to submit for scrutiny, on-demand by the Procuring Entity, originals and self-certified copies of all such certificates, documents, and affidavits/ undertakings.

6) Signatories:

We confirm that we are duly authorised to submit this EOI and make commitments on behalf of the consultant⁹. Supporting documents are submitted in Form 1.1, annexed herewith. We acknowledge that our digital/digitised signature is valid and legally binding.

7) Rights of the Procuring Entity to Reject EOI(s):

We understand that you are not bound to accept the lowest or any EOI you may receive against your above-referred REOI document.

.....

(Signature with date)

.....

(Name and designation)

Duly authorised to sign EOI for and on behalf of name, address, and seal of the Consultant]

⁹ In the case of a Joint venture/ Consortium, the lead member/consultant shall sign the document on behalf of JV/C members.

Form 1.1: Consultant Information

(Ref REOI Clause 2.3)

(On Consultant’s Letter-head)

(Along with supporting documents, if any)

Consultant’s Name _____

[Address and Contact Details]

Consultant’s Reference No. _____ Date.....

REOI document No. REOI/J-24/12/2019 O/o DS (CPU) – (Part-1); Tender Title:
Consultancy Services

Note: Consultant shall fill in this Form following the instructions indicated below. Consultant shall enclose certified copies of the documentary proof/ evidence to substantiate the corresponding statement wherever necessary and applicable. Consultant’s wrong or misleading information shall be treated as a breach of the Code of Integrity. Such EOIs shall be liable to be rejected as nonresponsive, in addition to other punitive actions provided for such a breach in the REOI document.

(Please tick appropriate boxes or strike out sentences/ phrases not applicable to you)

1) Consultant/ Contractor particulars:

a) Name of the Consultant’s Organisation:	
b) Corporate Identity No. (CIN):	
c) Registration, if any, with The Procuring Entity:	
d) Date of incorporation/ start of business:	
e) Place of Registration/ Principal place of business":	
f) Number of Years in Business:	
g) Number of Years in providing Consultancy Services:	
h) Consultant’s Website URL:	
i) Complete Postal Address:	
j) Pin code/ ZIP code:	
k) Telephone nos. (with country/ area codes):	
l) Mobile Nos.: (with country/ area codes):	
m) Contact persons/ Designation:	
n) Email IDs:	
o) PAN Number:	
p) GSTIN No:	

(In the case of JV/C, repeat these details for all members)

Submit documents to demonstrate eligibility as per REOI Clause 4.1-1) - A self-certified copy of registration certificate – in case of a partnership firm – Deed of Partnership; in case of Company – Notarised and certified copy of its Registration; In case of JV, letter

of intent to form JV or JV agreement and in case of Society – its Byelaws and registration certificate of the firm.

- 2) Consultant/JV's Organisation Structure: *Submit the overall organisation structure of the firm.*
- 3) Consultant/JV's Overall profile: *Submit the overall profile of the firm, highlighting technical and managerial capabilities.*
- 4) Authorisation of Person(s) signing the EOI on behalf of the consultant

- a) Full name: _____
- b) Designation: _____
- c) Signing as:

- A sole proprietorship firm. The person signing the EOI is the sole proprietor/ constituted attorney of the sole proprietor,
- A partnership firm. The person signing the EOI is duly authorised being a partner to do so under the partnership agreement or the general power of attorney,
- A company. The person signing the EOI is the constituted attorney by a resolution passed by the Board of Directors or in pursuance of the authority conferred by the Memorandum of Association/ Articles of Association.
- A Society. The person signing the EOI is the constituted attorney.
- A Joint Venture/ Consortium. The person signing the bid is the designated lead member, as named in the JV/C agreement/ MOU or similar document in connection with the formation of the JV/C or are all future proposed members, in case (JV/C) has not been legally constituted at the time of bidding.

Documents to be submitted: Registration Certificate/ Memorandum of Association/ Partnership Agreement/ Power of Attorney/ Board Resolution

5) Consultant's Authorized Representative Information

- a) Name:
- b) Address:
- c) Telephone/ Mobile numbers:
- d) Email Address:

(Signature with date)

.....

(Name and designation)

Duly authorised to sign EOI for and on behalf of name, address, and seal of the Consultant]

DA: As above

Form 1.2: Eligibility Declarations

(Ref REOI Clause 2.3)

(On Consultant's Letter-head)

(Along with supporting documents, if any)

REOI document No. REOI/J-24/12/2019 O/o DS (CPU) – (Part-1); Tender Title:
Consultancy Services

Consultant's Name _____

[Address and Contact Details]

Consultant's Reference No. _____ Date.....

[Note: The list below is indicative only. You may attach more documents as required to confirm your eligibility criteria.]

Eligibility Declarations

(Please tick appropriate boxes or cross out any declaration not applicable to the consultant)

We hereby confirm that we comply with all the stipulations of REOI Clause 4.1 of the REOI document and declare as under and shall provide evidence of our continued eligibility to the Procuring Entity as and when it may be requested:

- 1) **Legal Entity of Consultant:** We are:
 - a) : _____ relevant documents enclosed)
 - b) We are a Consultancy Services provider with valid registration regarding GSTIN, PAN, EPF, ESI, Labour, or equivalent registration certificate as applicable to the subject Services.
- 2) **Eligibility:** We solemnly declare that we (including our affiliates or subsidiaries, or constituents):
 - (a) are not insolvent, in receivership, bankrupt or being wound up, not have our affairs administered by a court or a judicial officer, not have our business activities suspended and are not the subject of legal proceedings for any of these reasons;
 - (b) (including our affiliates or subsidiaries, or constituents for any part of the assignment):
 - i) Do not stand declared ineligible/ blacklisted/ banned/ debarred by the Procuring Organisation or its Ministry/ Department from participation in its procurement processes; and/ or
 - ii) Are not convicted (within three years preceding the last date of EOI submission) or stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by appropriate agencies of the Government of India from participation in procurement processes of all its entities for offences mentioned in REOI document in this regard.
 - iii) We have neither changed our name nor created a new "Allied Entity", consequent to the above disqualifications.
 - (c) Do not have any association (as consultant/ partner/ Director/ employee in any capacity) with such retired public official or near relations of such officials of Procuring Entity, as counter-indicated, in the REOI document.

- (d) We have no conflict of interest, which substantially affects fair competition. The quoted prices are competitive without adopting unfair/ unethical/ anti-competitive means. No attempt has been made or shall be made by us to induce any other consultant to submit or not to submit an EOI to restrict competition.
 - (e) We certify that we fulfil other additional eligibility conditions if prescribed in the REOI document.
- 3) We certify that we are not an entity from a country identified to restrict Consultants from India from participation in their Government Procurements as per EOI clause 4.2.1
 - 4) **Restrictions on procurement from consultants from a country or countries or a class of countries under Rule 144 (xi) of the General Financial Rules 2017:**

"We have read the clause regarding restrictions on procurement from a consultant of a country which shares a land border with India and on subcontracting to contractors from such countries, and solemnly certify that we fulfil all requirements in this regard and are eligible to be considered. We certify that:

- a) *we are not from such a country or, if from such a country, we are registered with the Competent Authority (copy enclosed). and;*
- b) *we shall not subcontract any assignment to a contractor from such countries unless such a contractor is registered with the Competent Authority.*

5) **Startup Status:**

We confirm that we are (Certificate of Recognition issued by the Department for Promotion of Industry and Internal Trade (DPIIT) enclosed herewith)/ are not a Startup entity as per the Department of Promotion of Industrial and Internal Trade – DPIIT.

6) **Penalties for false or misleading declarations:**

We hereby confirm that the particulars given above are factually correct and nothing is concealed and undertake to advise any future changes to the above details. We understand that any wrong or misleading self-declaration would violate the Code of Integrity and attract penalties.

.....
(Signature with date)	(Name and designation)

Duly authorised to sign EOI for and on behalf of

.....

.....Name, address, and seal of the Consultant]

DA: As in Sr 1 to 5 above, as applicable

Form 2: Qualification Criteria - Compliance

(Ref REOI Clause 2.3, Section III: Qualification Criteria)

(Along with supporting documents, if any)

(On Consultant’s Letter-head)

REOI document No. REOI/J-24/12/2019 O/o DS (CPU) – (Part-1); Tender Title:
Consultancy Services

Consultant’s Name _____

[Address and Contact Details]

Consultant's Reference No. _____ Date.....

Note to Consultant: The Procuring Entity reserves its right to call for verification originals of all self-certified copies of stipulated documents supporting the fulfilment of qualifying criteria during the following RFP Process. If the shortlisted consultant fails at that stage to provide such originals or, in case of substantive discrepancies in such documents, it shall be construed as a breach of the Code of Integrity (see clause 12 below). Such RFP proposals shall be liable to be rejected as nonresponsive in addition to other punitive actions for such a breach.

Summary of Response to Qualification Criteria

Criteria 1 –General and Similar Experience:	Quantum, as detailed in Sub-forms	Qualification Criteria Met (Yes, or No)
a) The number of years of our experience in Consultancy Services is (see Form 1.1):		
b) In the specified period (as per Section III: Qualification Criteria), the number of Consultancy Services assignments completed or substantially completed by us is (see Form 2.1):		
c) In the specified period, out of the Consultancy Assignments mentioned above, the number of Similar assignments (as per Section III: Qualification Criteria) are (see Form 2.1):		

Criteria 2 - Financial Capability	Quantum, as detailed in Sub-forms	Qualification Criteria Met (Yes, or No)
Average Turnover: During the specified period (as per Section III: Qualification Criteria):		

a) Average Total Turnover (see Form 2.2)		
b) Average Turnover from Consultancy Services (see Form 2.2)		

Note: Consultants shall provide evidence of their continued qualification to perform the Services satisfactorily to the Procuring Entity, as the Procuring Entity may request at any stage during the RFP process that would follow this EOI.

.....

(Signature with date)

.....

(Name and designation)

Duly authorised to sign EOI for and on behalf of

.....Name, address, and seal of the Consultant]

DA: As above, if any

Form 2.1: Performance Capability Statement

Statement of Performance of Consultancy Services

(Ref REOI Clause 2.3, Section III: Qualification Criteria)

(On Consultant's Letter-head)

REOI document No. REOI/J-24/12/2019 O/o DS (CPU) – (Part-1); Tender Title: Consultancy Services

Consultant's Name _____

[Address and Contact Details]

Consultant's Reference No. _____ Date.....

Note to Consultant:

1. *Consultant or member of a Joint Venture/Consortium (JV/C) must fill in this Form to prove conformance to Criteria 1 –General and Similar Experience. Mention contracts in which a Consultant or a member of a JV/C is or has been a party, whether as a Consultant, affiliate, associate, subsidiary, Sub-consultant, or any other role. The list below is indicative only. You may attach more documents as required to highlight your past performance. Add additional details not covered elsewhere in your EOI in this regard. Statements and Documents may be mentioned/ attached here.*
2. *List only those assignments for which the Consultant was legally contracted as a company or was one of the joint venture members. Assignments completed by the Consultant's individual experts working privately or through other consulting firms cannot be claimed as the relevant experience of the Consultant or that of the Consultant's partners or sub-consultants but can be claimed by the Experts themselves in their CVs. Assignments of Sub-consultant(s) can be used to meet the Experience requirements specified in Section III, Qualification Criteria. The Consultant should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if the Client requests.*
 - 1) **The number of years of experience in Consultancy Services:** Provide evidence for the required length of experience in Consultancy Services and cross-reference the list of assignments below.
 - 2) **In the specified period, list Consultancy Services assignments completed or substantially completed in a tabular form** (Period specified in Section III – Qualification Criteria Note: List only the most important and relevant ones. List the largest value and most relevant projects to this assignment first)

- a) country, client, (source of funding),
- b) project title, project reference number, project value, project period
- c) brief description of the consultant's role in the project
- d) # of international staff months, # of national staff months deployed by you on the project
- e) Is it a Similar Experience as per Section III: Qualification Criteria (Yes or No)
- f) Is it in General Sector as per Section III: Qualification Criteria (Yes or No)
- g) Is it in Specific Sector as per Section III: Qualification Criteria (Yes or No)

.....
 (Signature with date)

.....
 (Name and designation)

Duly authorised to sign EOI for and on behalf of

.....
Name, address, and seal of the Consultant]

DA: Performance records/ contracts

Form 2.2 Financial Capability Statements

(Ref REOI Clause 2.3, Section III: Qualification Criteria)

(On Consultant’s Letter-head)

REOI document No. REOI/J-24/12/2019 O/o DS (CPU) – (Part-1); Tender Title: Consultancy Services

Consultant’s Name _____

[Address and Contact Details]

Consultant's Reference No. _____ Date.....

Note to Consultants: Fill out this Form for the consultant and each member of a joint venture or other association that is a party to the consultant to highlight conformance to Criteria 2: Financial Capability. The list below is indicative only. You may attach more documents as required. Add additional details not covered elsewhere in your EOI in this regard.

Form 2.2.1: Financial Statements

Note: Each Consultant or member of a Joint Venture/Consortium making up a Consultant must fill in this Form.

Financial Data for Previous Three (3) Years			
	Year 1:	Year 2:	Year 3:
Information from the Balance Sheet			
Total Assets			
Total Liabilities			
Net Worth			
Current Assets			
Current Liabilities			
Working Capital			
Information from Income Statement			
Total Revenues			
Profits Before Taxes			
Profits After Taxes			

- ❑ Attached are copies of financial statements (either audited financial statements supported by audit report or certified financial statements supported by Income tax returns), complying with the following conditions.
 - All such documents reflect the financial situation of the Consultant or a member of a Joint Venture or other association and not a sister or parent company.
 - A Chartered accountant must audit historical financial statements.
 - Historical financial statements must be complete, including all notes to the financial statements.
 - Historical financial statements must correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).

.....

(Signature with date)

.....

(Name and designation)

Duly authorised to sign EOI for and on behalf of

.....

.....Name, address, and seal of the Consultant]

Form 2.2.2: Average Annual Turnover

(Ref REOI Clause 2.3, Section III: Qualification Criteria)

(On Consultant's Letter-head)

REOI document No. REOI/J-24/12/2019 O/o DS (CPU) – (Part-1); Tender Title:
Consultancy Services

Consultant's Name _____

[Address and Contact Details]

Consultant's Reference No. _____ Date.....

Note: Each Consultant or member of a Joint Venture/Consortium making up a Consultant must fill in these forms.

Annual Turnover Data (Rs Crores) for the Last Three (3) Financial Years		
Year	Total Turnover Amount	Turnover from Consultancy Services (supported by a certificate from the Chartered Accountants)
Average Annual Turnover		

.....
(Signature with date)

.....
(Name and designation)

Duly authorised to sign EOI for and on behalf of

.....
.....Name, address, and seal of the Consultant]

Form 3: Checklist for Consultants

(Ref REOI Clause 2.3)

(On Consultant’s Letter-head)

Consultant’s Name _____

[Address and Contact Details]

Consultant's Reference No. _____ Date.....

REOI document No. REOI/J-24/12/2019 O/o DS (CPU) – (Part-1); Tender Title:
Consultancy Services

Note to Consultants: This checklist is merely to help the consultants to prepare their EOIs. It does not override or modify the requirement of the EOI. Consultants must do their due diligence also.

Sr	Documents submitted, duly filled, signed	Yes/ No/ NA
1.	Form 1.- EOI Form (to serve as covering letter and declarations)	
2.	Form 1.1: Consultant Information and Power of attorney and Registration Certificates etc.	
3.	Form 1.2: Eligibility Declarations, along with supporting documents	
4.	Form 2: Qualification Criteria - Compliance	
4.a	Form 2.1, 2.2 (and its sub-forms) to support Form 2 along with supporting documents	
5.	Form 3: This Checklist	
6.	Any other requirements, if stipulated in Section II: Appendix; or if considered relevant by the consultant	

.....

(Signature with date)

.....

(Name and designation)

Duly authorised to sign EOI for and on behalf of.....

Name, address, and seal of the Consultant]

Format 1: Authorisation to Attend Pre-EOI Conference

(Refer to REOI Clause 6.3)

(On The Consultant Letter Head)

Consultant's Name _____

[Address and Contact Details]

Consultant's Reference No. _____ Date.....

To

The President of India, through

Head of Procurement

Procuring Organisation

[Complete address of the Procuring Entity]

Ref: REOI document No. REOI/J-24/12/2019 O/o DS (CPU) – (Part-1); Tender Title: Consultancy Services

Subject: Authorisation to attend Pre-EOI Conference on _____ (date).

The following persons are authorised to attend the Pre-EOI Conference for the EOI mentioned above on behalf of _____ (Consultant) in the order of preference given below.

Sr.	Name	Government Photo ID Type/ Number
I.		
II.		
Alternate Representative		

Note:

1. Maximum of two representatives (carrying valid Government photo IDs) shall be permitted to attend the Pre-EOI opening. An alternate representative shall be permitted when regular representatives are not able to participate.
2. Permission to enter the hall where the Pre-EOI conference is conducted may be refused if authorisation as prescribed above is not submitted.

Signatures of consultant

or

The officer authorised to sign the EOI.

Documents on behalf of the consultant

Name, address, and seal of the Consultant]

Page Left Blank Intentionally