

F. No. S-15/12/2024-PG division (8786)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
(PG Division)

5th floor, Sardar Patel Bhawan,
Sansad Marg, New Delhi,
Dated the 29th July, 2024

OFFICE MEMORANDUM

Subject: Constitution of a Tender Evaluation Committee to finalize the selection of agency for setting up a feedback call center for CPGRAMS.

Department of Administrative Reforms & Public Grievances has invited bid from the eligible bidders for setup a feedback call center for CPGRAMS. The RFP for Feedback Call center has been published on GeM portal vide bid no. GEM/2024/B/5096518 dated 15.07.2024. The bid period commences from 15th July, 2024 and bid end date is 05th August, 2024.

2. For evaluation of bids, a Tender Evaluation Committee (TEC) is constituted. The composition of the Committee is as under:

- a. Ms. Jaya Dubey, JS (DARPG)
- b. Shri Pramod Kumar, Director (DPPW)
- c. Shri Rohit Anand, Director (DARPG)
- d. Shri Parthasarathy Bhaskar, DS (DARPG)
- e. Representative of IFD
- f. Shri Sanjeev Saxena, Technical Director, NIC (DARPG)
- g. Shri DC Misra, Advisor (IT)

3. The broad Terms of Reference (ToR) of the TEC shall be as under:

- i. Resolution of all queries raised by the bidder during the Pre-bid meeting.
- ii. Evaluation of Technical Proposals for each package based on evaluation criteria mentioned in the RFP
- iii. Evaluation of Financial proposal
- iv. Final Selection of the agency
- v. Recommendation for awarding the contract.

4. A pre-bid meeting, to clarify any doubt/issues of the bidders, is proposed to be held on 30th July, 2024 at 03 PM at DARPG Conference Room, 4th Floor, STC Building, Janpath, New Delhi. All members of the Tender Evaluation Committee are requested to kindly attend the pre-bid meeting on 30th July, 2024 to resolve the issues/doubts, if any.

5. This issues with the approval of Competent Authority.

Dharam Pal Arora

(Dharam Pal Arora)
Under Secretary to the Govt. of India
Tel. No.011- 23440343
Email: dp.arora@nic.in

To

- a. Ms. Jaya Dubey, JS (DARPG)
- b. Shri Pramod Kumar, Director (DPPW)
- c. Shri Rohit Anand, Director (DARPG)
- d. Shri Parthasarathy Bhaskar, DS (DARPG)
- e. Representative of IFD
- f. Shri Sanjeev Saxena, Technical Director, NIC (DARPG)
- g. Shri DC Misra, Advisor (IT)

Copy for information to: I. PPS to Secretary, DARPG
II. PSO to JS (PG)