

Expression of Interest (EOI)
For
PROCESS IMPROVEMENT OF
COMPLAINT MANAGEMENT
OF
NATIONAL COMMISSION FOR WOMEN(NCW)



NATIONAL COMMISSION FOR WOMEN
PLOT 21, JASOLA INSTITUTIONAL AREA
NEW DELHI-110025
<http://new.nic.in/>

MAY 2023

INDEX

S. No.	CONTENTS	Page No.
I	Invitation For Expression of Interest	3
II	Letter of Invitation	4
1.	Background	5
2.	Aims & Objectives	5
3.	EOI Processing Fees	5
4.	Venue & Deadline for Submission of Proposal	5
5.	Validity of Offer	6
6.	Term of Reference	6 /Annexure-I
7.	Instructions to Consultants	6
8.	Qualification Criteria	6
9.	Evaluation Criteria & Method of Evaluation	7
10.	Response	8
11.	Conflict of Interest	8
12.	Condition under which EOI is issued	8
13.	Last Date of submission of EOI	8
14.	FORMATS	
i)	Format - 1	9
ii)	Format – 2	10
iii)	Format - 3	11
iv)	Format - 4	12
v)	Format - 5	13
vi)	Format - 6	14
vii)	Format - 7	15
15.	Annexure I – Terms of Reference	16

**NATIONAL COMMISSION FOR WOMEN
PLOT 21, JASOLA INSTITUTIONAL AREA
NEW DELHI-110025**

INVITATION FOR EXPRESSION OF INTEREST

The National Commission for Women invites sealed Expression of Interest (EOI) from Indian consulting firms for undertaking for Process Improvement of Complaint Management System.

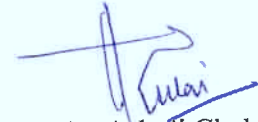
The EOI Document containing the details of qualification criteria, submission requirement, brief objective & scope of work and evaluation criteria etc. can be downloaded from the website <http://ncw.nic.in/>

Further details, if any, may be obtained from Joint Secretary, National Commission for Women, Plot no. 21, Jasola Institutional Area, New Delhi-110025 (jsncw-wcd@nic.in, 011-26944805) during working hours.

Last date for submission of EOI is 25.05.2023 up-to 17.00 hrs. Sealed envelope, containing EOI and non-refundable fee of Rs 1000 by way of DD/Pay Order in favour of "PAO, National Commission for Women, Plot No. 21, Jasola Institutional Area, New Delhi-110025" addressed to:

Shri. A. Asholi Chalai, Joint Secretary
National Commission for Women,
Plot no 21, Jasola Institutional Area,
New Delhi, 110025

Applicants meeting the qualification criteria may be invited for presentation / proposal before the selection committee of the NCW.



A. Asholi Chalai
Joint Secretary
National Commission for Women
Plot 21, Jasola Institutional Area
New Delhi 110025

Note: The National Commission for Women or any of its designates reserves the right to cancel this request for EoI and/or invite afresh with or without amendments, without liability or any obligation for such request for EoI and without assigning any reason. Information provided at this stage is indicative and NCW reserves the right to amend/add further details in the EoI.

**NATIONAL COMMISSION FOR WOMEN
PLOT 21, JASOLA INSTITUTIONAL AREA
NEW DELHI-110025**

No.

Dated: 17/05/2023

Dear Sir/Madam,

The National Commission for Women invites sealed Expression of Interest (EOI) from Indian consulting firms for undertaking Process Improvement for Complaint Management of the NCW.

The EOI Document containing the details of qualification criteria, submission requirement, brief objective & scope of work and method of evaluation etc. is enclosed.

The EOI Document is also available on The NCW website www.ncw.nic.in.

You may submit your responses in sealed envelopes in prescribed format to the undersigned latest by 25.05.2023 up to 17.00 hrs.

**“Joint Secretary, NCW,
Plot 21, Jasola Institutional Area,
New Delhi- 110025”**

Queries if any may be referred in writing to The Joint Secretary, NCW at The abovementioned address or Telephone No. 23073780 or at E-mail: jsncw-wcd@nic.in.

S. No.	Critical Dates	Date	Time
1.	Publishing Date	17.05.2023	17.00 hrs
2.	Document Download Start Date	17.05.2023	17.00 hrs
3.	Document Download End Date	25.05.2023	12.00 hrs
4.	Bid Submission Start Date	18.05.2023	10.00 hrs
5.	Bid Submission End Date	25.05.2023	17.00 hrs
6.	Bid Opening Date	26.05.2023	10.00 hrs

Yours faithfully,


Joint Secretary (NCW)

For & on behalf of President of India

Encl.: EOI Document.

1. Background:

The National Commission for Women wants to drive operational improvements and build organizational capacity to deliver better, faster and more effectively to the complainants who seek the assistance of the NCW. Towards this, the NCW has been undertaking several capacity-building and other initiatives to drive improvements across its functions. One of the most important functions of NCW is to look into complaints and take Suo Moto notice of matters relating to:-

- Deprivation of women's rights,
- Non-implementation of laws enacted to provide protection to women and also to achieve the objective of equality and development,
- Non-compliance of policy decisions, guidelines or instructions aimed at mitigating hardships and ensuring welfare and providing relief to women, and take up the issues arising out of such matters with appropriate authorities

Continual Improvement is the cornerstone of organizational performance improvement. NCW has several processes to meet the outcomes expected by its various stakeholders. In order to further the process improvement in complaint management, the NCW's leadership has embarked on an effort to map and improve its processes and sustain the progress made

2. Aims & Objectives:

The objective of the Process Improvement for Complaint Management is to drive operational improvements and build organizational capacity, in meeting its objectives and to suggest measures for midcourse correction for system improvement and better utilization of resources.

3. EOI Processing Fees

A non-refundable processing fee for Rs. 1,000/- (One Thousand Rupees only) in The form of a Demand draft or a Pay Order drawn in favour of "PAO, National Commission for Women" Payable at New Delhi has to be submitted along with The EOI response. Bids received without or with inadequate EOI processing fees shall be liable to get rejected.

4. Venue & Deadline for submission of proposal

Proposal, in its complete form in all respects as specified in The EOI, must be submitted to the NCW at The address specified herein earlier. In exceptional circumstances and at its discretion, the NCW may extend the deadline for submission of proposals by issuing an amendment to be made available on the NCW website, in which case all rights and obligations of the NCW and The bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

5. Validity of Offer:

The offer for EOI as per this document shall be valid for a period of three (3) months initially which may be extended further if required by the NCW.

6. TERMS OF REFERENCE

The detailed terms of reference are enclosed at **Annexure-I**.

7. INSTRUCTIONS TO CONSULTANTS

• The Expression of Interest is to be submitted in the manner prescribed below:-
All information as detailed below is to be submitted in two hard copies in separately sealed envelopes and one soft copy in CD:-

- Applicant's Expression of Interest as per Format-1.
- Organizational Contact Details as per Format-2.
- Experience of the organization as per Format-3.
- List of two (02) experts/ consultants on payroll as per Format-4.
- Financial strength of the company as per Format-5.
- Additional information as per Format-6.
- Declaration as per Format-7.
- Power of Attorney in favour of Authorized Signatory with long and shortsignatures of Authorized person.
- Consultancy organization must have its office in Delhi / NCR.

- EOI Documents have been hosted on the website <http://ncw.nic.in> and may be downloaded from the website.

The bidders are expected to examine all instructions, forms, terms and other details in the EOI document carefully. Failure to furnish complete information as mentioned in the EOI document or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

8. Qualification Criteria:

Following will be the minimum pre-qualification criteria. Each eligible consultant should possess all the following pre-qualification criteria. Responses not meeting the minimum pre-qualification criteria will be rejected and will not be evaluated.

S. No.	Pre-qualification Criteria	Supporting document	Compliance
1.	The applicant shall be a firm/ company/ Partnership/ Proprietorship firm registered under The Indian Companies Act, 1956/ The partnership Act, 1932/ Societies Registration Act 1860 and who have their registered offices in India and must have an office in National Capital Region of Delhi.	Copy of incorporation and Partnership Deed.	Certificate of Partnership
2.	The firm should be in the business of providing Quality Improvement, Process Improvement, TQM and Six sigma services for more than Five years (05).	Certificate by Company Secretary of the Bidder's organization. Relevant Certifications of requisite experiences.	
3.	The Bidder has to be profitable and should not have incurred loss in any of The last 3 consecutive Financial Years.	Format-5 to be certified & validated by Chartered Accountant (CA) of the bidder's organization	
4.	The Bidder should have an annual turnover of Rupees 25 Lakh in each of the last 3 consecutive Financial Years from only consultancy Services rendered in India	CA certified document with name of CA registration number, signature and stamp	
5.	The Bidder shall have experience of providing: <ul style="list-style-type: none"> • Process Improvement for Complaint Management and culture building in govt. institutions/ministries/agencies. 	Copy of Work Order / Complaint is to be submitted.	
6.	The consultancy firm should have at least 03 full time consultants on its pay rolls	Certificate by Statutory Auditor or Company Secretary of the Bidder's organization	
7.	The firm should not be blacklisted by any Central Govt. / State Govt. / PSU/Govt. Bodies	Certificate signed by the Authorized signatory	
8.	PAN No. / Service Tax Registration Certificate	Copy of Certificate to be enclosed.	
9.	Preference will be given to agency/organization having prior experience in Process Improvement for Complaint Management of Centrally Sponsored Scheme for any Central / State Govt. / Govt. Autonomous Bodies.		
10.	The Bidder must have an office in Delhi / NCR.	Details of branch offices in State/UTs other than Delhi/NCR area, if any, may be submitted.	

9. Evaluation Criteria and Method of Evaluation:

- i. Screening of EOIs shall be carried out as per eligibility conditions mentioned in this document and based on verification of testimonials submitted.
- ii. EOI will be evaluated for short listing inter alia based on their past experience of handling similar type of project, strength of their man power, financial strength of firm and presentation / proposal to the selection committee whose decision will be final.
- iii. Firms who qualify as per the eligibility conditions will be provided a brief about the Process Improvement for Complaint Management programme. The firms may be required to make a presentation, if required, to a selection committee show-casing their proposals.
- iv. The NCW will take up references and reserves the right to pay due heed to the Bidder's performance elsewhere and any past experience from the NCW.
- v. Short listed firms will be issued Bid Documents and asked to submit their price proposal in a sealed envelope.

10. Response:

Bidders must ensure that their Bid response is submitted as per the formats attached with this document. Special comments on the objectives and scope of the service projected in the enquiry may also be submitted along with the offer.

Application in sealed cover super scribed, as "EOI for Engagement of Consultant for Process Improvement for Complaint Management project of NCW."

11. Conflict of Interest:

Where there is any indication that a conflict of interest* exists or may arise, it shall be the responsibility of the Bidder to inform the NCW, detailing the conflict in writing as an attachment to this Bid. The NCW will be the final arbiter in cases of potential conflicts of interest. Failure to notify NCW of any potential conflict of interest will invalidate any verbal or written agreement.

*Conflict of Interest is where a person who is involved in the procurement has or may be perceived to have a personal interest in ensuring that a particular Bidder is successful. Actual and potential conflicts of interest must be declared by a person involved in a Bid process.

12. Condition under which EOI is issued:

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

13. Last date of submission of EOI:

The last date of submission of EOI is 17.05.2023 at 17:30hrs.
Bid Opening Date & Time is 18.05.2023 at 10.00 hrs.

14. FORMATS FOR SUBMISSION:

FORMAT – 1

APPLICANT’S EXPRESSION OF INTEREST

To,
Joint Secretary,
Plot 21, Jasola Institutional Area,
National Commission for Women,
New Delhi -110025

**Sub: Submission of Expression of Interest to undertake study on Process
Improvement for Complaint Management of the NCW.**

Dear

In response to The Invitation for Expressions of Interest (EOI) published on _____ for the above purpose, we would like to express interest to carry out the above proposed task. As instructed, we attach 2 sets of the following documents in separately sealed envelopes and one soft copy:

1. Organizational Details (Format-2)
2. Experience in related fields (Format-3)
3. List of experts / consultants on payroll at least 3 (Format-4)
4. Financial strength of The organization (Format-5)
5. Additional information (Format-6)
6. Declaration (Format-7)

Sincerely Yours,

Signature of The applicant

[Full name of applicant]

Stamp.....

Date:

Encl.: As above.

Note: This is to be furnished on the letter head of the organization.

FORMAT – 2

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/ Societies Registration Act, 1860	
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 – 3

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.					
<p>Decision of Evaluating Committee in ascertaining “similar nature” and “similar assignment” will be final.</p> <p align="right">Signature of The applicant</p> <p align="right">Full name of applicant</p> <p align="right">Stamp & Date</p>						

FORMAT – 4

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

Signature of the applicant

Full name of applicant

Stamp & Date

FORMAT – 5

Financial Strength of The Organization					
S. No	Financial Year	Whether profitable Yes/NO	Annual net profit (in Lakhs of Rs.)	Overall annual turnover (in Lakhs of Rs.)	Annual turnover from only Consultancy services rendered in India (in Lakhs of Rs.)
1	2018-19				
2	2019-20				
3	2020-2021				
4	2021-22				

Note: Please enclose auditor's certificate in support of your claim. The Highest turnover of past three years will be considered out of the above mentioned four financial years.

Signature of the applicant

Full name of applicant

Stamp & Date

FORMAT – 6

Additional Information

1. List all enclosures related to the previous sections.

S.no.	Description	No. of pages

2. Additional information to support the eligibility as per Section 7 (Not more than 2 pages).

Signature of the applicant

Full name of applicant

Stamp and Date

FORMAT -7

Declaration

We hereby confirm that we are interested in competing for the Consultancy Services to undertake the task related to Process Improvement for Complaint Management of the NCW.

All the information provided herewith is genuine and accurate.

Authorized Person's Signature.

Name and Designation:

Date of Signature:

Note: The declaration is to be furnished on the letter head of the organization.

**Process Improvement of Complaint Management System of The National Commission
for Women (NCW)**

TERMS OF REFERENCE

1. BACKGROUND

The National Commission for Women wants to drive operational improvements and build organizational capacity to deliver better, faster and more effectively to the complainants who seek the assistance of the NCW. Towards this, the NCW has been undertaking several capacity-building and other initiatives to drive improvements across its functions. One of the most important functions of NCW is to look into complaints and take Suo Moto notice of matters relating to:-

- Deprivation of women's rights,
- Non-implementation of laws enacted to provide protection to women and also to achieve the objective of equality and development,
- Non-compliance of policy decisions, guidelines or instructions aimed at mitigating hardships and ensuring welfare and providing relief to women, and take up the issues arising out of such matters with appropriate authorities,

Continual Improvement is the cornerstone of organizational performance improvement. NCW has several processes to meet the outcomes expected by its various stakeholders. In order to further the process improvement in complaint management, the NCW's leadership has embarked on an effort to map and improve its processes and sustain the progress made.

2. OBJECTIVES

The objective of The Process Improvement for Complaint Management is to improve the present Complaint Management System of the NCW and aid NCW in meeting its objective of providing able and to suggest measures for midcourse correction for system improvement and better utilization of resources.

3. TERMS OF REFERENCE

The terms of reference of the study are:-

- (a) To map the requirements of NCW's internal and external stakeholders.
- (b) To review existing process with NCW leadership.
- (c) To design solutions and priorities improvement priorities with NCW leadership and relevant stakeholders.

- (d) To review performance measures and align them with processes.
- (e) To train leaders and middle managers on Work management and improvement.
- (f) To develop standards for improved process.
- (g) To coach a core team to sustain gains and maintain new processes by measuring relevant KPIs and how to manage deviations.
- (h) To conduct closing workshop and handover improvements.

3. TIME SCHEDULE

A draft appraisal report would be submitted within 3 months of the date of signing of agreement. The consultant firm will provide the NCW with the final report along with recommendations to improve working of the Complaint Management System after one month of NCW providing comments on the draft report. The consultant will submit the final report within 4 months of the date of signing of agreement, after taking into account the comments of the Ministry on the draft report. Two hard copies along with soft copy of the Final Report shall be submitted to the NCW within a period of four months from the date of signing of agreement.

4. INPUTS TO BE PROVIDED BY THE NCW

- The NCW will provide the Consulting firm with anonymous data relating to the Present Complaint Management System of the National Commission for Women.

5. DELIVERABLES

The Consultant shall submit a detailed report indicating the following:

1. The consulting firm will provide recommendations for Process Improvement of Complaint Management system of the National Commission for Women.
2. The consulting firm will provide backend support to the NCW for the implementation of the suggested recommendations.
