



**GOVERNMENT OF ODISHA  
OFFICE OF THE ENGINEER-IN-CHIEF  
RURAL WATER SUPPLY & SANITATION  
BHUBANESWAR**

Jal O Parimal Bhawan,  
Unit – V, Bhubaneswar-751001,  
Tel: 0674-2395734,  
Fax No.0674-2394946;  
Email: [cerwssodisha@gmail.com](mailto:cerwssodisha@gmail.com)

**No. 8058 /Dated 11.11.2020**

**RWSS(MC-II)-7/2018(part-1)**

**REQUEST FOR PROPOSAL (RFP)**

**SELECTION OF AGENCY/FIRMS FOR ESTABLISHMENT AND OPERATION OF  
GRIEVANCE MANAGEMENT SYSTEM THROUGH CALL CENTRE**

The Engineer-in-Chief, RWSS, on behalf of Panchayati Raj & Drinking Water Department, Government of Odisha invites Request for Proposal (RFP) from interested Agency / Firms to Establish and Operate Call Centre (both Inbound & Outbound mode) for Operational of Grievance Management System on outsourced model for Rural Drinking Water schemes of Odisha.

The eligibility criteria for selection of Agency/Firms are provided below:

- 1) A company incorporated under Indian Companies Act, 1956 or a Firm registered under Partnership Act, 1932 or Sole Proprietorship.
- 2) The applicant company/firm must have been in providing services of similar work at least 3 years prior to the due date of submission of the RFP. Relevant experience certificate or proof of operating call centre 3 years prior to the due date of RFP must be furnished
- 3) The Average Annual Turnover (**from Operation of Call Centre**) of the applicant during last 3 financial years (FY 2017-18, 2018-19 & 2019-20) shall be more than **Rs. 5.00 Crores**. A certificate from Chartered Accountant specifying the total turnover of the company and turnover from similar works must be attached in the Proposal.
- 4) The applicant must have a registered agency / firm by any Government Organisation in India. A copy of the Registration Certificate to be furnished in the RFP proposal

Interested Agency/ Firms may download the RFP document from Government of Odisha website i.e. [www.odisha.gov.in](http://www.odisha.gov.in) / [www.odishapanchayat.gov.in](http://www.odishapanchayat.gov.in) from **20.11.2020** to **21.12.2020**. The last date for submission of RFP document is **21.12.2020 at 5:00 PM**.

A pre-bid meeting shall be conducted on **11:00** hours of dt. **27.11.2020** at Office of the Engineer-In-Chief, Rural Water Supply & Sanitation, Jal O Parimal Bhawan, Unit-V, Bhubaneswar-751001, Odisha. Interested bidders may send their queries to [cerwssodisha@gmail.com](mailto:cerwssodisha@gmail.com) and attend the said pre-bid meeting

The RFP documents should be delivered in a sealed envelope super scribed as **“Proposal for Establishment and Operation of Grievance Management System through Call Centre”** addressed to **The Engineer-in-Chief, Rural Water Supply & Sanitation, Jal O Parimal Bhawan, Unit – V, Bhubaneswar-751001, Phone No.0674-2395734, Fax No.0674-2394946.**

The Authority reserves the right to accept or reject any/all RFP without assigning any reason thereof.

Sd/11.11.2020

**Engineer-In-Chief,  
RWS&S (O)**

Memo No \_8059\_/dt.11.11.2020

Copy forwarded to the Deputy Director (Advt.) and Deputy Secretary to Govt. Information & Public Relation Department, Odisha, Bhubaneswar for information with a request to arrange immediate publication of the Request for Proposal (RFP) notice in 2 (two) leading English National Newspaper (all editions) in addition to 2 (two) leading Odia daily. Copy of the papers wherein the advertisement is published may please be sent to this office for necessary action. Soft copy of the said notice is enclosed herewith for reference.  
Encl. Soft Copy.

Sd/11.11.2020  
Engineer-in-Chief

Memo No \_8060\_/dt.11.11.2020

Copy submitted to Principal Secretary to Government, PR&DW Department, Odisha for favour of kind information with reference to Letter No. 16550 dated 22.10.2020 of Govt. in PR&DW Department.

Sd/11.11.2020  
Engineer-in-Chief

Memo No \_8061\_/dt.11.11.2020

Copy with soft copy of the Request for Proposal (RFP) notice forwarded to the Head, State Portal Group, I.T. Center of State Secretariat for display in the Government website.  
Encl. As above.

Sd/11.11.2020  
Engineer-in-Chief

Memo No \_8062\_/dt.11.11.2020

Copy submitted to Chief Engineer-II/ III RWS&S for favour of information.

Sd/11.11.2020  
Engineer-in-Chief

Memo No \_8063\_/dt.11.11.2020

Copy submitted to E.I.C. PH (Urban)/ E.I.C.-cum-Member Secretary OWS&SB/ Chief Engineer, JICA for favour of information with a request to display the RFP in their Notice Board.

Sd/11.11.2020  
Engineer-in-Chief

Memo No \_8064\_/dt.11.11.2020

Copy forwarded to the Collector & District Magistrate of all districts for information with a request to display the RFP in their Notice Board.

Sd/11.11.2020  
Engineer-in-Chief

Memo No \_8065\_/dt.11.11.2020

Copy forwarded to all Superintending Engineers, RWS&S Circles/ all Executive Engineers, RWS&S Divisions/ all Superintending Engineers, PH Circles/ all Executive Engineers, PH Divisions for information with a request to display the RFP in their Notice Board.

Sd/11.11.2020  
Engineer-in-Chief

Memo No \_8066\_/dt.11.11.2020

Copy to the PMU of this office with a request to forward the notice with document to different platforms to ensure wide publicity.

Sd/11.11.2020  
Engineer-in-Chief