

Invitation of bids for survey on consumer safety issues under ConsumersUp 2 Project

Project to Strengthen Consumer Safety in India and to publish the ‘State of Consumer Safety in India Report’ (ConsumersUp 2)

Supported under Consumer Welfare Fund (CWF) by the Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Government of India

Implementing Organisation: Consumer Unity & Trust Society (CUTS)

Date of Issue: October 16, 2015

Date of close: November 05, 2015

General Requirements for the Bid

1. Background:

Consumer Unity & Trust Society (CUTS) is in receipt of grant in aid from Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Government of India under the project titled *Project to Strengthen Consumer Safety in India and to publish the ‘State of Consumer Safety in India Report’ (ConsumersUp 2)*.

The overall objective of the project is to enhance consumer safety in India and promotion of consumer interest contributing towards the national interest. Under the project the main activity is to conduct comprehensive research on the state of consumers’ safety in selected sectors and come up with a research report on the ‘State of the Consumer Safety Report.

Thus CUTS solicit bids from competent professional agencies/organizations for the research by November 05, 2015 with separate technical and financial proposals in sealed envelope.

For submission and any clarification/query bidders may contact at the following address:

**Director, Consumer Unity & Trust Society (CUTS)
D-218 A, Bhaskar Marg, Bani Park, Jaipur 302 016, India
Ph: 91.141.5133259; 2282062, 2282 823/2282 482
Fax: 91.141.4015395
Email: gc@cuts.org ; cart@cuts.org**

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1. Scope of the work (*Research on the state of consumer safety*)

Focus of the research should be on the consumer safety of services in following sectors:-

- 1. Energy – Electricity and Gas**
- 2. Housing- Fire, Earthquake, Lifts**
- 3. Transport- Road, Rail and Aviation**
- 4. Health- Medicines, Hospitals, Food and Water**
- 5. Public Amusement Services**

Apart from services in the above mentioned sectors, commonly used products should also be taken into consideration for the research purpose. The mentioned services/products should be assessed from the angle of consumer safety, taking safety standards/regulations as a criterion for the same.

The methodology should be first collecting primary data by a sample survey in selected states. This should focus on capturing people's awareness, experiences and suggestions on the consumer safety issues in selected sectors. The samples should be collected based on scientifically driven methodology to cover maximum possible representative sampling involving all stakeholders such as common consumers, service providers, related authorities/organisations/institutes and policy makers.

1.2 Sampling:

- The total consumers' sample size should not be less than 3000 in all 6 project states comprising of sample size for each state not be less than 500 and accordingly it would not be less than 250 per district.
- It should be supplemented by qualitative samples of around 100 (8 samples per district) from related authorities/organisations/institutes and policy makers.
- The samples so identified should be 'consumer' as defined under CP Act.
- The different kinds of consumers i.e. social, religious, economical, geographical, educational background etc. to be covered under the sample size.

1.3 Target Area:

For the research purpose, survey samples need to be collected from the following 12 districts of 6 states namely:-

1. Assam (Dispur & Jorhat)
2. West Bengal (Kolkata & Jalpaiguri)
3. Madhya Pradesh (Bhopal & Gwalior)
4. Uttar Pradesh (Lucknow & Ghaziabad)
5. Rajasthan (Jaipur & Udaipur)
6. Tamil Nadu (Chennai & Coimbatore)

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2. Please read following term and conditions before submission of formal bid:

2.1 Conditions of bidders:

- a. Registered consultancy service/organisation with VAT, TIN and registration certificate.
- b. Proposed firm/organisation for the work must have a proven experience of more than 5 year on similar assignment. (Proof to be enclosed)
- c. Details of Technical/ Finance/ administrative staff available with the agency to be submitted to ascertain staff capability with years of experience. The Contractor shall be responsible for the professional and technical competence of its employees.

2.2 Terms and Conditions for Services:

- a. Bidding agency will have to prepare survey tools, conduct the survey, data entry, analysis of data and submission of narrative report.
- b. Questionnaires will be prepared by the bidder as per the objectives of the survey which is required to be approved by the competent authority at CUTS. The questionnaire will be developed in English but need to be translated in Hindi and while doing the survey the surveyors will ask the questions in a language well understandable by respondents.
- c. The whole assignment needs to be conducted in **Four months of time from the date of signing the agreement and time will be essence of the agreement.**
- d. In advance bidding agency will have to provide the date and location of survey in the respective districts, so that CUTS representative (s) can monitor and/or evaluate quality and authenticity of survey.
- e. Notwithstanding anything, the proposals received against this bid would be valid for two months from the date of opening of bid.
- f. Payment will be released according to the agreed budget and time in three instalments, i.e. 30% on signing of agreement, 40% on submission of filled questionnaires (hard copy) and data entry (soft as well as hard copy) and remaining 30% on submission of final deliverable as mentioned above. Delay without proper justification will have significant impact on the budget.
- g. Output and outcome of the survey will be sole property of CUTS and not to be shared with any agency or person. Sharing the information outside CUTS will be treated as a breach of agreement and liable for legal action.
- h. CUTS reserves the right to terminate without cause this contract at any time upon 15 days prior written notice to the contractor with reimburse of reasonable costs incurred by the Contractor prior to receipt of the notice of termination.
- i. CUTS reserves the right to select or reject any bidder without clarifying any reason.

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j. The bidders will be notified of the result of their bids by end of the November, 2015

3. Submission of bid:

The bid shall consist of two parts – technical and financial. The technical bid contains the technical proposal/methodology and the financial bid contains price information.

3.1 Format and Content of the Bid

Bids should include the following:

- a) **Motivation for applying:** how this work fits or aligns with the bidder's professional background and/or interests;
- b) **Relevant background:** Brief description of relevant experience/expertise in this area as described
- c) **Methodology:** Proposed methodological approach to carry out the work;
- d) Short institutional profile(s) and profiles of anticipated team members, including the main bidder, this should include information on collaborators, if any;
- e) Itemized budget;
- f) Timelines
- g) Contact details of the bidder including email and telephone number.

3.2 General Conditions:

- Bids shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract. A bid shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the bidder, in which case such corrections shall be initialled by the person or persons signing the bid.
 - The bid should reach the office by given date at CUTS at given address clearly mentioning on the envelope "***Bid for survey on consumer safety issues under ConsumersUp 2 Project***".
 - There shall be no individual presentation by or meeting with bidders until after the closing date. From the date of issue of this call to the final selection, contact with the CUTS concerning the call process shall not be permitted, other than through the submission of queries, unless a presentation or meeting is initiated by the CUTS, in accordance with the terms of this call.
 - CUTS may, at any time before the closing date, for any reason, whether on its own initiative or in response to a clarification requested by a (prospective) bidder, modify the call by written amendment. Amendments could, inter alia, include modification of the project scope or requirements, the project timeline expectations and/or extension of the closing date for submission. All prospective bidders that have submitted a proposal with regard to the call will be notified in writing of all amendments to the call and will, where applicable, be invited to amend their proposal accordingly. CUTS may, at its discretion, ask any bidder for clarification of any part of its proposal. The request for clarification and the response shall be in writing.
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