
Submission of Analysis & Assessment Report and Questionnaire for Stakeholders - Consultancy Services for Call Centre & Help Desk to PIU DoM under SMART Project

Utsab Bandyopadhyay <utsab.bandyopadhyay@mazars.co.in>

22 April 2024 at 20:37

To: smart dom <smart.piudom@gmail.com>

Cc: Nikunj Garg <nikunj.garg@mazars.co.in>, Swapnil Shah <swapnil.shah@mazars.co.in>, Jay Kumar Patel <jay.patel@mazars.co.in>

Dear Sir

As per our discussion on our last submitted analysis and assessment report, we have incorporated all the suggestions provided by DoM.

Therefore, please find attached updated **Analysis & Assessment Report** for stakeholders of the captioned subject assignment for perusal and kind consideration.

Thanks and Regards

Utsab Bandyopadhyay

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 **Analysis and Assessment Report-v1.1.pdf**
8072K

Submission of Draft Detailed Project Report - Consultancy Services for Call Centre & Help Desk to PIU DoM under SMART Project

9 messages

Narendra Baduni (AFC INDIA) <n.baduni@afcindia.org.in> 22 April 2024 at 09:20
To: smart dom <smart.piudom@gmail.com>
Cc: "Dr. Narendra Baduni" <baduninp.afc@gmail.com>, Shaili Verma <shaili@afcindia.org.in>, "Manisha Pant (AFC INDIA)" <proposal@afcindia.org.in>, Nikunj Garg <nikunj.garg@mazars.co.in>

Dear Sir,

Greetings from AFC-Mazars Consortium!!

Please find attached Draft Detailed Project Report of the captioned subject assignment for perusal and kind consideration.

With kind regards,

Dr Narendra Baduni
Deputy General Manager
AFC India Limited
Corporate Office
I-103, 3rd Floor, Kirti Nagar, New Delhi -110015
Phone: +91-11-45791196; +91-11-45791199
Mob.+91-9990318257

 **Detailed Project Report_Draft.pdf**
1508K

Utsab Bandyopadhyay <utsab.bandyopadhyay@mazars.co.in> 23 April 2024 at 17:02
To: smart dom <smart.piudom@gmail.com>
Cc: Nikunj Garg <nikunj.garg@mazars.co.in>, Swapnil Shah <swapnil.shah@mazars.co.in>, Jay Kumar Patel <jay.patel@mazars.co.in>

Dear Sir

As per our discussion over last submitted draft Detailed Project Report (DPR), we have incorporated all the suggestions provided by DoM.

Therefore, please find attached updated **Detailed Project Report (DPR)** for perusal and kind consideration.

Thanks and Regards

Utsab Bandyopadhyay

From: Narendra Baduni (AFC INDIA) <n.baduni@afcindia.org.in>
Sent: Monday, April 22, 2024 9:21 AM
To: smart dom <smart.piudom@gmail.com>
Cc: Dr. Narendra Baduni <baduninp.afc@gmail.com>; Shaili Verma <shaili@afcindia.org.in>; Manisha Pant (AFC INDIA) <proposal@afcindia.org.in>; Nikunj Garg <nikunj.garg@mazars.co.in>
Subject: Submission of Draft Detailed Project Report - Consultancy Services for Call Centre & Help Desk to PIU DoM under SMART Project

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 **Detailed Project Report_updated.pdf**
1554K

Narendra Baduni (AFC INDIA) <n.baduni@afcindia.org.in>
To: smart dom <smart.piudom@gmail.com>

29 April 2024 at 16:51



Annexure - I: Project Status as on 14 May 2024

S. No.	Phase	Project Activity	Timeline	Output	Submission Date
1.	Pre-implementation Phase	Team Mobilization, Discussion & Requirement Gathering	Month 1	Inception Report	14 March 2024
				Monthly Status Report	19 March 2024
2.		Analysis and Assessment-Stakeholder Interaction, Conducting requirement Study	Month 2	Analysis and Assessment report	22 March 2024
3.		Request for Proposal Preparation of RFP Document, including eligibility criteria & Technical specification		Detailed Project Report (DPR)	22 April 2024
				Request for Proposal (RFP) Document	26 April 2024
				Monthly Status Report	25 April 2024

(Handwritten Signature)
Deputy General Manager



Subject: Approval for Detail Project Report, Term of Reference (ToR) and RFP Document for Call Centre & Help Desk Service submitted by the Consultant.

References:

1. RFP for Hiring Consultancy Services for Call Centre & Help Desk Service, dated 30/08/2023; Reference No. SMART/PCMU/DoM/CS/59/2023-24.
2. Contract with AFC India & Mazars for Consultancy Services for Call Centre & Help Desk Service under SMART Project dated 12/02/2024
3. Submitted Detailed Project Report dated on 11/05/2024 & 31/05/2024.
4. Office Note & Meeting Notice dated 14/05/2024
5. Invoice dated 30/04/2024 received on 15/05/2024
6. Office Note & Minutes of Meeting dated 16/05/2024
7. WB Comments email dated 20/05/2024
8. AFC India Limited Submitted ToR & RFP dated on 03/06/2024.

With reference to the subject, it is submitted that, vide reference no 1, RFP for hiring of Consultancy Services for Call Centre & Help Desk service, RFP No. SMART/PCMU/DoM/CS/59/2023-24, dated 30/08/2023 was published.

Following a due process of selection, vide reference no. 2, PIU-DoM has entered a contract with the Consortium of AFC India Limited & Mazars Advisory LLP for the services as mentioned in the Contract Document and Annex A Terms of Reference and Annex C Reporting Obligations annexed to it.

As per deliverables mentioned in Annex A-ToR and reporting obligations mentioned in Annex C of the Contract, the Consultant shall submit an (ii) Analysis & Assessment Report and Detailed Project Report (iii) RFP Document and Phase Completion Report during second month as part of Pre-Implementation Phase marked as M2.

Vide reference no. 3, AFC India Limited has submitted Detailed Project Report vide reference no. 3, thereafter vide reference no. 4, Review meeting regarding submitted Assessment Report and Detailed Project Report held on 16/05/2024 chaired by PIU-Head, SMART & Director of Marketing

Vide reference no. 6 minutes of meeting approved and said draft Detailed Project Report forwarded to PCMU for perusal.

Accordingly, PIU-DoM has received comments from WB on submitted Draft Detailed Project Report via mail on 20/05/2024. In this regard the Consortium of AFC India Limited & Mazars Advisory LLP updated draft Detailed Project Report with all the comments incorporate and prepared reply to the WB comments and revised DPR accordingly and forwarded to PCMU on dated 31/05/2024 by email.

The said revised Detailed Project Report with incorporating WB comments is enclosed with this note for perusal and approval. After the approval of the Analysis & Assessment Report and Detailed Project Report, the 30% of the total fees/contract amount Rs. 10,46,163/- may be paid to the consultant according to PART II, Section 8 (3B) Payment Schedule of the contract.

Further, as per the contract's payment schedule Consultant has raised an invoice of Rs. 10,46,163/- including GST upon completion of the Analysis & Assessment Report and Detailed Project Report, vide reference no. 5. A copy of the invoice is attached to this note for perusal and approval. After the approval the expenses approval order will be issued in the name of the Consultant.

Vide reference no. 7, AFC India Limited has submitted Draft Term of Reference (ToR) & RFP Document for Establishment of Call Centre and Grievance Redressal Solution through a Managed Services Provider for Directorate of Marketing dated on 03/06/2024. The said draft ToR and RFP with all the WB comments incorporate and updated accordingly enclosed with this note for perusal and approval. After the approval the said Draft Term of Reference (ToR) and RFP forwarded to PCMU for further approval.

Respectfully submitted for approval and necessary instruction.

(Sandeep Ingale)
IT-Expert, PIU-DoM

(Shahuraj Hire)
Technical Officer (2), PIU-DoM

(Rajendrakumar Darade)
Nodal Officer, PIU-DoM &
Joint Director, Marketing, M.S. Pune

(Vikas Rasal)
Head PIU-DoM &
Director of Marketing, M.S., Pune

Minutes of Meeting

Date:- 19/06/2024

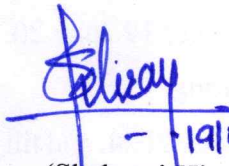
A meeting of Procurement Committee of PIU-DOM, as per Meeting Notice dated 18/06/2024 regarding Contract period extension to the Consultant – AFC India Ltd. & Mazars India, appointed for the Consultancy Services for Establishment of Call Centre & Help Desk Service was held on Wednesday, 19/06/2024 at 12.00 p.m. under the Chairmanship of Shri Rajendrakumar Darade , Nodal Officer, PIU-DoM & Joint Director, Marketing.

The discussion held and decisions taken are as follows:-

- The context of the meeting was set by Shri Shahuraj Hire Technical Officer, PIU-DoM by briefing about the agenda and about the contract with the consultant (Consortium of AFC India Limited and Mazars Advisory LLP)
 - PIU-DoM has entered into a contract on 12/02/2024 with the Consortium of AFC India Limited & Mazars Advisory LLP for the services as mentioned in the Contract Document and Annex A Terms of Reference and Annex C Reporting Obligations annexed to it.
 - As per Clause 3. of the Existing Contract, the Consultant shall perform the Services during the period commencing from 20 February 2024 and continuing through 19 June 2024, or any other period as may be subsequently agreed by the parties in writing.
 - As such, the Consultant started providing its services from 20th February 2024, and till now, the consultant has completed the Pre-Implementation Phase assignment by submitting the Inception Report, the Analysis & Assessment Report, Detailed Project Report (DPR), and the Request for Proposal (RFP) draft along with the ToR and Monthly Reports as per the deliverables and schedule specified in the Contract.
 - The next phase of the assignment is the Bid Process & Project Management Phase in split into two months, marked as M3 and M4 in the contract. However, this activity could not be conducted due to the enforcement of Model Code of Conduct for General Election, enforced since 16th March 2024 till 4th June 2024.
 - However, the contract period of the consultant is going to come to end on 19th June 2024.
 - Prior to that the Consultant AFC India Ltd has forwarded a letter dated 16/05/2024 for Contact Extension to PIU- DoM. The same was forwarded to PCMU for their guidance on 28 May 2024. PCMU Procurement Expert via his email, dated 10th June 2024, has replied that, “The contract can be extended further after mutual agreement by the parties on the number of days/months to be extended with no cost increase.”
 - Afterward the said clarification was communicated to the Consultant, via email, on 10th June 2024.
 - Accordingly, on 10 June 2024, by email, the consultant acknowledged their acceptance and communicated that “.... the contract may be extended for a period of 2 months w.e.f. 20 June 2024 without any cost implication. The remaining activities shall be carried out on a

onsite/ offsite basis by the team so as to ensure delivery of the assignment within timeline (upon extension)..” and requested to PIU-DoM to extend the contract duration for 2 months w.e.f. from 20th June 2024.

- The Chair and committee members discussed on the period of contract period extension. The members took notice of the fact that even though Phase 1 of the assignment is completed, the remaining Phase 2 of the assignment which consists of the following components: Project Implementation Monitoring, Bid Process Management, Bid Evaluation & Contract Finalization, and O&M Phase Monitoring could not be initiated since the enforcement of Model Code of Conduct, in effect from 16 March 2024 to 4th June 2024, had halted the Tendering activity.
- Hence, considering the above facts, the project requirements and the Consultant’s acceptance, **the Committee has unanimously agreed to give its approval to the extension of the abovementioned Consultancy Services Contract for 2 months effectively from 20th June 2024, with no cost escalation.**
- The meeting ended with thanks from the chair.


- 19/06/2024

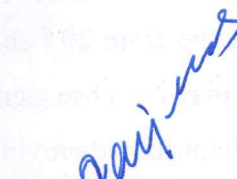
(Shahuraj Hire)

Technical Officer(2)
PIU-DoM
Member


19/06/2024

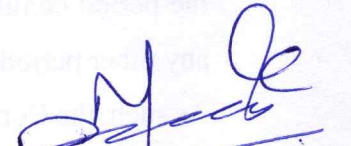
(Rajendra Palekar)

Technical Officer(1)
PIU-DoM
Member-Secretary



(Devram Zanjare)

Accounts Officer
PIU-DoM
Member



(Rajendrakumar Darade)

Nodal Officer & Jt. Director
PIU-DoM
Chairman