



GOVERNMENT OF INDIA

MINISTRY OF ELECTRONICS & INFORMATION TECHNOLOGY

AWARD OF WORK FOR CONDUCTING

**Impact Study of the Business of
Unregistered/Repaired/Refurbished/Second
Hand MFDs**

EXPRESSION OF INTEREST

Table of Contents

| | |
|---|----|
| 1. Introduction..... | 3 |
| 2. Notice Inviting EOI..... | 4 |
| 3. Critical Information..... | 5 |
| 4. Eligibility Criteria | 6 |
| 5. Scope of Work..... | 7 |
| 6. Evaluation Process..... | 8 |
| 7. Payment Terms | 8 |
| 8. Submission of EOI..... | 9 |
| 9. EOI Proposal Preparation Costs & Related Issues..... | 9 |
| 10. Queries..... | 10 |
| 11. Responses to Pre-Submission Queries & Issue of Corrigendum..... | 11 |
| 12. Covering Letter on Letterhead of the Applicant..... | 12 |

1. INTRODUCTION

- a) Ministry of Electronics & Information Technology (MeitY) has notified “*Electronics and Information Technology Goods (Requirement for Compulsory Registration) Order, 2012 (CRO)*” on 03rd Oct. 2012 mandating Indian safety standards under the Compulsory Registration Scheme of Department of Consumer Affairs (DoCA). The products under CRO are covered in phased manner. Presently 44 product categories are covered in the CRO and the Order has come into effect for all 44 product categories. As per the provisions of the CRO, for the notified goods the manufacturer has to seek registration from BIS based on testing of the product at the BIS recognized lab before sale/import in India.
- b) The Order applies equally to Domestic and Overseas manufacturers for sale into Indian markets. The Order provides that sub-standard/non-compliant notified goods shall be deformed beyond use. It has been observed that Indian markets are flooded by unregistered/repaired/refurbished/second MFDs (Multi-function Devices) which are being imported from various countries.
- c) The Printers and Photocopiers are also covered under CRO. The MFDs are basically printers with additional features.
- d) The purpose of this Expression of Interest (Eoi) is, therefore, to seek the services of a reputed organization to carry-out a study to evaluate the impact of business of second hand MFDs. Also to study the new/second hand MFDs being imported in the country, the employment generated on account of these MFDs, need for MFDs especially second hand MFDs in the era of digital India.
- e) Survey may be scattered to cosmopolitan cities, rural areas & Direct Sellers.

2. NOTICE INVITING EOI

- a) Ministry of Electronics & IT (MeitY) invites expression of interest from agencies / companies desirous of and having proven track record of having conducted similar market studies.
- b) Interested Agencies / Companies who meet the criteria may furnish their Expression of Interest with all the necessary documents in a sealed cover along with the covering letter duly signed by an authorized signatory and a non-refundable processing fee of Rs. 10,000/- (Rs. Ten Thousand Only) in the form of a **Demand Draft** or a **Pay Order** drawn in favour of "**Pay & Accounts Officer, MeitY**" payable at New Delhi.
- c) The Expression of Interest to be submitted within 21 days from the date of publication by 16:00 hrs at the following address:

Dr. Bharat Kumar Yadav
Joint Director,
Ministry of Electronics & Information Technology,
Room No. 2049, Electronics Niketan,
6, CGO Complex, Lodi Road, New Delhi - 110 003
- d) The EOI submitted by telegram / fax / e-mail etc shall not be considered. MeitY shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on the subject will be entertained.

EOI No. 37 (1)/2019-IPHW- 28/02/2019

3. CRITICAL INFORMATION

Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

| S. No. | Information | Details |
|--------|---|---|
| 1. | EOI No. and Date | 37 (9)/2015-IPHW- 28.02.2019 |
| 2. | Last date for submission of written queries for clarifications | 06.03.2019 |
| 3. | Release of response to clarifications on www.MeitY.gov.in | 12.03.2019 |
| 4. | Last date for submission of EOI proposal | 21.03.2019 (till 5.00 pm) |
| 5. | Address at which proposal in response to EOI is to be submitted | Dr. Bharat Kumar Yadav Joint Director, Ministry of Electronics & IT, Room No. 2049, Electronics Niketan, 6, CGO Complex, Lodi Road, New Delhi – 110 003 |
| 6. | Opening of responses / EOI | Within 5 days from 21.03.2019. |

4. ELIGIBILITY CRITERIA

The invitation of bids is open to all entities registered in India who fulfil the criteria as specified below:

- a) **Incorporation** - The bidder agency should be a company registered under Indian Companies Act 1956/Society Act, 1860. The company / agency should have been in existence for a period of at least 5 years on the date of application as evidenced by the Certificate of Incorporation issued by the Registrar of Companies, India.
- b) **Presence** - The Agency should be able to carry out study in eighteen major state capitals and eighteen Tier-2/3 cities. State capitals and Tier-2/3 cities shall be selected from different states so that all the states get covered.
- c) **Turnover** - The Agency should have a turnover of not less than Rs. 3 Crore in the preceding two years. Turnover is defined as sales proceed as per audited Profit & Loss account of the firm. The copies of income tax returns for preceding two years should also be submitted along with. Industry associations in the electronics sector may also participate.
- d) **Expertise** - Agencies with experience and proven track record of having conducted similar market studies. A statement of work done or such projects undertaken in the past need to be submitted with EOI. Market studies based on surveys conducted would qualify for the requirement of this work.
- e) **Relaxation** - The work being of exclusive nature, if bids received are limited in numbers, the competent authority may relax one or may of the eligibility criteria at its discretion.

5. SCOPE OF WORK

(A) The Agency shall primarily be required to carry-out an Impact Study of the Business of unregistered/repaired/ refurbished/second hand MFDs in the country covering eighteen state capitals and eighteen Tier-2/3 cities of other states. The awardee is expected to use due diligence to identify such goods and record reasons for the conclusions; provide relevant supporting documentary evidence etc in support of their observations.

- a) Regulatory requirements in various countries for import of new and unregistered/repaired/refurbished/second hand goods particularly MFDs.
- b) Regulatory requirements in India versus world for import of repaired/refurbished/second hand goods particularly MFDs.
- c) Need for repaired/refurbished/second hand MFDs in the present scenario of Digital India.
- d) Production/availability of repaired/ refurbished/second hand MFDs in India.
- e) The number/value of new and the repaired/refurbished/second hand MFDs being imported in the country.
- f) Global scenario of the import/export of repaired/refurbished/second hand MFDs in major cities including deployment of such MFDs and deploying customers.
- g) Employment generated in India on account of business of repaired/refurbished/second hand MFDs.
- h) E-waste being generated from the import of the unregistered/repaired/refurbished/second hand MFDs viz a viz. that generated from the new MFDs.
- i) Conditions of repaired/refurbished/second hand MFDs being imported into the country viz. a viz. date of manufacturing, residual life, working, damage, non-functioning, repair required etc.
- j) Awareness of consumer safety Vs monetary benefits in country from unsafe goods.
- k) Type of importing entities (Trader/MSME etc). Details of refurbishment done in India and availability of OEM spares/parts of the second hand MFDs locally manufactured/being imported.

(B) The Agency shall present the findings to MeitY after 30 days before compiling the final report. The Agency has to complete the study and submit the report within 90 days from the date of award of order.

6. EVALUATION PROCESS

- a) For evaluation purpose, each Agency shall submit an all-inclusive lump sum quotation for conducting this study along with a write up describing its strengths as to why it considers itself suitable and fit for award of this work. The agency will also describe in detail the methodology for executing this study.
- b) MeitY will constitute an Evaluation Committee to evaluate the responses of the applicants.
- c) The Evaluation Committee constituted by MeitY shall evaluate the responses to the EOI and all supporting documents & documentary evidence. The committee may seek additional documents/presentation as it deems necessary.
- d) Each of the responses shall be evaluated to validate competence of the applicant according to the supporting documents specified in this document.
- e) In case of excessive qualifying responses received, weightage shall be given based on the written statement of the agency describing its strengths and its claim for suitability for the job and a merit list of qualifying companies shall be prepared.
- f) The decision of the Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final. No further correspondence will be entertained in this regard.
- g) The Evaluation Committee reserves the right to reject any or all proposals.
- h) Based on the recommendation of the Evaluation Committee, work order would be awarded to the selected agency.

7. PAYMENT TERMS

The selected Agency shall be entitled for 100% payment as per Government norms, against a bill submitted to MeitY after submission of the study report.

8. SUBMISSION OF EOI

- a) The application shall be submitted in a single sealed envelope and superscripted as “**Eoi – Empanelment of Agencies for Conducting Impact Study of the business of unregistered/repared/refurbished/second hand MFDs**” and EOI No. 37 (9)/2015-IPHW- 28.02.2019. This envelope should contain signed hard copy of EOI proposal and other necessary documents mentioned below.
- b) Applicant shall enclose supporting proofs and documents as specified in para 4 on as will be necessary to prove the eligibility of the applicant to be considered for the award of work.
- c) No overwriting/changes is allowed in submitted EOI documents.

9. EOI PROPOSAL PREPARATION COSTS & RELATED ISSUES

- a) The Applicant is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in preparation of proposal, participation in meetings / discussions. MeitY in no case will be responsible or liable for these costs, regardless of the conduct or outcome of the EOI process.
- b) This EOI does not commit MeitY to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this EOI.
- c) All materials submitted by the Applicants will become the property of MeitY and may be returned completely at its sole discretion.

10. QUERIES

- a) All queries may be sent to the following Officer of MeitY by post, or e-mail on or before 06.03.2019.

Dr. Bharat Kumar Yadav
Joint Director,
Ministry of Electronics & Information Technology,
Room No. 2049, Electronics Niketan,
6, CGO Complex, Lodi Road, New Delhi – 110 003
E-mail: b.yadav@meity.gov.in

- b) All enquiries / clarifications from the Applicants, related to this EOI, must be directed in writing exclusively to the contact person(s) notified in 11 (a) above. Enquiries received after the due date shall not be entertained.
- c) The preferred mode of delivering questions is through e-mail. Telephonic responses, if sought for, shall not be treated as valid responses. The queries by the applicants shall be raised in the following format:

| S. No. | Page | Clause of the EOI | Clarification required |
|---------------|-------------|--------------------------|-------------------------------|
| | | | |
| | | | |

11. RESPONSES TO PRE-SUBMISSION QUERIES & ISSUE OF CORRIGENDUM

- a)** Based on the response to the EOI, queries from interested parties would be taken to clarify / to amend the scope (if required). After publication of the EOI, the contact person notified by MeitY will begin accepting written questions from the applicants. MeitY will endeavor to provide timely response to all queries. However, MeitY makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does MeitY undertake to answer all the queries that have been posed by the applicants. The responses to the queries from all Applicants will be posted online on <https://meity.gov.in/esdm/standards> by 12.03.2019.
- b)** At any time prior to the last date for receipt of EOI, MeitY may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the EOI document by a corrigendum.
- c)** The corrigendum (if any) shall be posted only online at <https://meity.gov.in/esdm/standards>.
- d)** Any such corrigendum shall be deemed to be incorporated into this EOI.
- e)** In order to provide prospective applicants reasonable time for taking the corrigendum into account, MeitY may, at its discretion, extend the last date for the receipt of EOI proposals which shall again be notified online through MeitY portal <https://meity.gov.in/esdm/standards>.

Covering Letter on Letterhead of the Applicant

<Location, Date>

To,

The Joint Director, IPHW Group,
Ministry of Electronics & Information Technology,
Room No. 2049,
Electronics Niketan, 6 CGO Complex, Lodi Road,
New Delhi – 110 003

Kind Attn. – Dr Bharat Kumar Yadav, Joint Director

Dear Sir / Madam,

We, the undersigned, offer to provide our services to carry-out “Impact Study of the Business of Unregistered/Repaired/Refurbished/Second Hand MFDs”.

We are hereby submitting our Expression of Interest. We understand you are not bound to accept any proposal you receive.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading, we are liable to be dismissed from the EOI selection process or termination of the contract during the project.

We agree to abide by the conditions set forth in this EOI.

We hereby declare that our proposal submitted in response to this EOI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

<Applicant's Name with seal>

Name: <<Insert Name of Contact>>

Title: <<Insert Title of Contact>>

Signature: <<Insert Signature>>