



Govt. of the People's Republic of Bangladesh
Ministry of Power, Energy and Mineral Resources
Power Division
Power Cell



Biddyut Bhaban (Level 14), 1, Abdul Gani Road, Dhaka 1000, Bangladesh
(www.powerdivision.gov.bd, www.powercell.gov.bd)

**REQUEST FOR EXPRESSION OF INTEREST (EOI) FOR CONSULTING SERVICES FOR
CUSTOMER SATISFACTION SURVEY WITH RECOMMENDATION OF QUALITY POWER
SUPPLY INCLUDING SAIDI/SAIFI
(Package No. S-12)**

No. 27.71.0000.003.03.002.21-1051

Dated: December 21, 2021

1. Electricity plays pivotal role for the socio-economic development of a country. Government's vision is to provide quality electricity in cost-effective and affordable manner as well as ensure reliable electricity for all. Many good initiatives are taken in power sector, yet sometimes, consumers may face interruption of power due to network constraint. Although customer service improved significantly, still it requires further improvement to fulfill customer expectation. Major expectations of customer are minimum interruption, quick service restoration, easy bill payment, complaint lodge and settlement and other service assistance. So, it's essential to carry out public perception survey on Customer Satisfaction.
2. The People's Republic of Bangladesh has received a fund from the International Development Agency and it intends to apply part of the proceeds of this credit to payment under the contracts for appointment of consultant for "Consulting Services for Customer Satisfaction Survey with Recommendation of Quality Power Supply including SAIDI/SAIFI". Power Cell, therefore, intends to appoint a nationally reputed consultancy firm to accomplish the mentioned services by using World Bank fund under "TA for Strengthening and Development of Sustainable Power Sector in Bangladesh" project of Power Cell, Power Division, Ministry of Power, Energy and Mineral Resource.
3. Interested consulting firms must provide information indicating that they are qualified to perform the services. The short-listing criteria are:
 - a) General experience
 - b) Experience of the firm in similar task
 - c) Experience of the firm in power sector
 - d) Resources, key experts & support services of the firm
4. A consulting firm is allowed to submit the Expression of Interest (EOI) alone if it considers itself to be fully qualified on its own for the assignment, as it is not mandatory for consultants to associate with any other firm(s). Alternatively, if consultants themselves choose to associate to enhance their qualifications and capability for the assignment, then such associations may either be as a Joint Venture (i.e. all members of the joint venture shall be jointly and severally responsible) and/or Sub-consultants (i.e. the Consultant will be responsible, including for the services of the sub-consultant). In case of an association, the Consultants must explain in the EOI submission (a) the rationale for forming the association and (b) the anticipated role and relevant qualifications of each member of the Joint Venture and/or of each sub-consultant for carrying out the assignment, to justify the proposed inclusion of the JV members and/or sub-consultants in the association. Failure to provide the above explanation in the Expression of Interest may risk the association not being shortlisted for the assignment. However, the qualifications/experience of sub-consultants will not be considered by Power Cell in the evaluation of Expressions of Interest for Shortlisting purposes.
5. Consultants are requested to submit the following supporting documents against the above mentioned criteria: (a) The Firm's Incorporation/Trade/registration documents from the country of the firm; (b) JV agreement/letter of intent (if applicable); (c) Firm's brochure; (d) Description of similar consultancy contracts, including the scope, contract amount, name of Client, period of the contract (date of contract signing to date of completion), location/country of the services, etc.; (e) Service experience record; (f) Short Biography of Key Professional; (g) Company's Income Tax certificate/Income Tax registration certificate
6. Detail Scope of Work will be available in the Terms of Reference (TOR) which can be downloaded from the website of Power Cell (www.powercell.gov.bd) and CPTU website from the date of publication of EOI.
7. Applicants are requested to submit their EOI (02 hard copies) to the above mentioned address within the submission deadline of **January 20, 2022, 17:00 Hrs (BST)**. Any submission received after the confirmed submission date will not be accepted.

(Mohammad Hossain)

Director General

Tel: +88 (02) 223386040

Email: dg@powercell.gov.bd