

Grievance Redressal Mechanism in Public Procurement Questionnaire

The World Bank project on Procurement Observatory, Assam

Assam Institute of Management
(A Govt. of Assam Society)

The World Bank had set up a procurement observatory at the Assam Institute of Management for the state of Assam in 2013. Its objective is to help the state government departments improve their public procurement practices and outcomes in the state. We request you to spare some time to complete this questionnaire on your opinion and experience regarding the Grievance Redressal Mechanism of Government of Assam departments. Kindly note that the information collected from you will be kept confidential. We shall never quote your name or the name of your department. Please feel free to share your views. Your views will help us in assessing the perception that the vendors have on the Grievance Redressal Mechanism. For any further questions or clarifications on this study please contact; Gayatri: 8721075872, Manab: 9864124089. www.procurementobservatoryassam.in

1. Name of the
 - a) Respondent :
 - b) Designation(Optional):

2. Name of the department:

3. What are the qualification criteria of a vendor for bid submission?

4. Do only the registered vendors can submit bid in your department?.....

5. How many years of experience a vendor needs to qualify for bidding?.....

6. According to you, is there any terms and conditions that turned to be an entry barrier in case of a new vendor?.....



7. Do the eligibility criteria for bidding to have years of experience act as an entry barrier for new vendors?

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8. Where are the information on invitation of a bid published? Please tick the \surd mark below (can tick more than one answer):

- (i) Department notice board
- (ii) Department website
- (iii) Newspaper
- (iv) e-procurement site
- (v) Concerned person from the department
- (vi) Fellow Vendors
- (vii) Others (please specify).....

9. Does the publication of invitation of a bid depend on the value, urgency and other factors of the project?

- (i) Yes
- (ii) No

9. (a) If yes, how?

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10. How do you inform the bidders about the re-invitation, corrigendum, addendum or cancellation of a project?

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11. Is sufficient time has been given after re-invitation, corrigendum, addendum or cancellation of a project?

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12. Do the same bidders bid after the re-invitation, corrigendum, addendum or cancellation of a project?

- (i) Yes
- (ii) No

12.(a) Why do they do so?

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13. Whether the contract is awarded to a single bidder or it is divided among more than one bidders in most of the cases?

- (i) Yes, it is divided among more than one bidders
- (ii) No, it is awarded to a single bidder

13.(a) If yes, how frequently it happens ?

Always
 Sometimes
 Rarely
 Never



13.(b) If yes, for what kind of project(s)?

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13.(c) If yes, what are the reasons for awarding the contract to more than one bidder?

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14. Whether any bidder lodge any complaint (both verbal complain and written) against awarding more than one bidder for a single contract?

- (i) Yes
- (ii) No

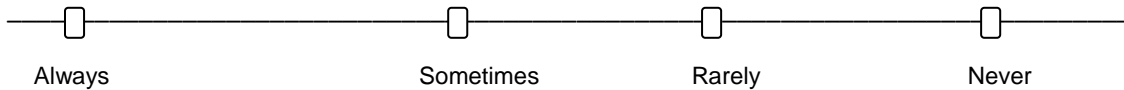
14.(a) If yes, what are the response from the department?.....

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15. Was there any instance (s) when a bidder did not get the Award of the contract in spite of being the Lowest Quoted Bidder (L1)?

- (i) Yes
- (ii) No

15.(a) If yes, how frequently it happens?



16. Did the L1 bidder lodge any complain against it?

- (i) Yes
- (ii) No

16.(a) If, yes how much time it took to reply?

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17. What was response from the department about the complaint?

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18. Does the department share the evaluation criteria clearly on the bid document?

- (i) Yes (ii) No

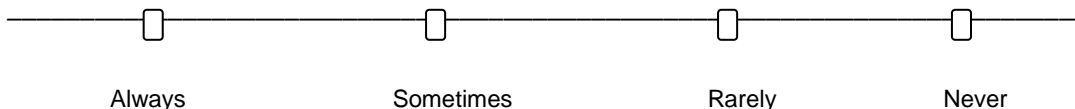
19. Does any bidder complain about the sharing of information by the department about the evaluation criteria on the bid document?

- (i) Yes (ii) No

19.(a) If yes, what was the response of the department?

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20. How frequently high value projects are awarded to the local vendors?



21. What are reasons according to you for not getting the contracts of high value projects by the local vendors?

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22. Is e-tendering one of the reasons for not getting the contract of a high value project by a local vendor?

- (i) Yes (ii) No

22.(a) If yes, how?.....

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23. How many complaints were registered in your department in a financial year regarding tender related issues?.....

24. What are the types of the complaints?.....

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25. Do you have a grievance redressal cell in your department ?

- (i) Yes
- (ii) No

25.(a)If yes, since how many years the cell exist?

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25. (b)If no, how do you manage the complaint of the vendors regarding tender related issues?.....

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*****Thank you*****