

M/s

Subject: Quotation for Business Process Re-engineering for the Corporation

Dear Sir,

This Corporation is interested in conducting Business Process Re-engineering for the Corporation as per the specifications given at Annexure- I.

If you are in a position to meet the specifications as per Annexure-I, you are requested to submit your quotation based on our terms & conditions as set forth hereunder.

The quotation is based on single bid (Techno-commercial) system. *The envelope should contain the following documents strictly.*

1. Earnest Money Deposit (EMD) of Rs. 35,000/- (Rupees Thirty Five Thousand only) by Demand Draft only drawn in favor of 'EdCIL (India) Limited' Payable at Delhi/Noida. Any bid received without EMD will be rejected summarily. However, Bidders registered with DGS&D, NSIC or MSEs are exempted from payment of EMD.
2. Technical Experience Annexure V , VI
3. Price Bid (Annexure VII).
4. Letter of acceptance to the terms and conditions of the NIO.(Annex – IV)

TERMS AND CONDITIONS: -

Your quotation will be considered only for the specifications given at the Annexure-I. Other terms & conditions will be as under: -

1. The consultancy services are to be rendered at Corporate Office NOIDA.
2. *You are requested to quote your Service Tax No. ____ and PAN NO. to be quoted.*
3. *The company registration certificate should be enclosed.*

4. The quotation in the enclosed format should reach in a sealed cover superscribed "**Quotation for Business Process Re-engineering for EdCIL, Noida**" addressed to the DGM(IS), EdCIL (India) Ltd., Ed.CIL House, 18A, Sector 16A, NOIDA so as to *reach not later than at 1500 hrs. on 20/10/2015*. The quotation received after the due date will not be entertained. Any quotation received without the above superscription on the face of the envelop will not be entertained.
5. **OPENING OF THE TENDER**
(i) Sealed tender received up to **15.00 hours on 20/10/2015** will be taken up for opening. Tender received after the specified date and time will not be accepted. Ed.CIL reserves the right to disqualify any or all of the tenders in case it is not satisfied with the documents furnished or otherwise without assigning any reasons thereof. The bids will be opened up on the same day i.e on **20/10/2015 at 15.30 hrs** before the evaluation committee and the bidders in the office premises at **EdCIL (India) Limited, Sector 16A, Plot 18A, NOIDA – 201 301.**
6. All the amount shall be indicated by the vendor in figures as well as in words. Where there is any difference between price quoted in figures and words, amount quoted in words shall prevail.
7. Your quotation shall remain open for acceptance for 90 days or as may be specified from the date of opening. No revision / modifications in the quoted rate will be allowed during the period of validity of quotation or the extended period.
8. The Corporation reserves the right to cancel the contract if the quality of service rendered is fall below the required specifications and also if the deliveries are not made in accordance within the **time frame of 8 Weeks.**
9. The Performance Bank Guarantee of 5% of contract value need to be given for a period of 10 Weeks from the date of award of the Work Order.
10. A late delivery of 1% of contract value will be levied for every week of late delivery after expiry of 10 Weeks of time schedule with a maximum limit of EMD amount Rs. 35,000.
11. The successful vendor shall not sub-let or assign this contract or any part thereof without obtaining prior written permission of the Corporation otherwise the Corporation shall have the right to cancel the contract and to execute the services elsewhere and the successful vendor shall be liable to the Corporation for any loss or damage which the Corporation may sustain in consequence or arising out of such purchase.
12. The payment will be made within 30 days on receipt of invoice (in duplicate) against successfully completion of the services duly certified by Executive Director, EdCIL (India) Ltd.

13. The service offers should be based on the industry best practices.
14. In the event of the quotation being submitted by a firm it must be signed separately by each partner holding Power of Attorney authorizing him to do so.
15. In case of a Company the quotation should be submitted in the manner as laid down in the said Company's Articles of Association.
16. You are requested not to erase or mutilate any word(s) or figures occurring in your quotation, otherwise the quotation may be ignored. The overwriting is not allowed.
17. The start of work to be started within 10 (Ten) days strictly from the date of receipt of Work Order in this regard positively, failing which the EMD deposited with the quotation will be forfeited.
18. This Corporation also reserves the right to accept or reject any quotation in whole or in parts without assigning any reason thereof.
19. The Supplier shall make all arrangements towards safe and complete delivery of services at the designated locations indicated by EdCIL in the Work Order.
20. The quotation submitted by the vendors will be evaluated either independently or jointly to arrive at the L-1 price, which is the sole discretion of this corporation. Further, the Corporation does not bind itself to accept the lowest tender or assign any reason for non-acceptance of the same.
21. Agencies, which have failed to fulfill earlier contractual obligations, may not be considered.
22. Your quotation should be free from overwriting. All corrections and alteration should be duly attested by the vendor/tenderer.
23. The quotation should be unambiguous in all respects.

Yours faithfully,

(G S Sreedhar)
Deputy General Manager (IS)

Terms of Reference for BPR Consultant

- Study of the present structure, functions and services of all revenue generating departments in EdCIL.
- Study of the present structure, functions and services of all service departments of Corporation.
- Identify the key Processes of the revenue generating departments for Business Process Reengineering (BPR) or enhancement of processes for better customer service , cut operational costs to follow best industry practices.
- Identify the MIS requirements of the Department and prepare report formats
- Identify workflows and prepare Functional Requirement for Re-engineered processes
- Prepare the Functional Specification Requirements (FSR) document for the Re-engineered processes
- Conduct Training Need Assessment (TNA) for the Change in Business Processes
- Prepare a Change Management and Communication Strategies
- Development of various MIS tools of respective HODs for different levels of decision making officials with a view to proper mechanism of monitoring & evaluation of tasks and functions leading to improved delivery system
- Reorganization of work streams to enhance system / process efficiency including Standard Operating Procedures and BPR where needed for each HOD separately
- **Time Frame** - 8 Weeks
- **Estimated Cost Rs.** 7.0 Lakhs

Eligibility Conditions

- The company should be a profit making company.
- The company shall have executed the similar consultancy project of the value of 50 Lakhs in any last preceding three years. 2012-13, 2013-14, 2014-15. (Audited Financial Accounts should be submitted)
- The Company should not be black listed by any Govt. agency, PSU.
- **Experience:** The consultant should have 6 to 10 years experience in the Business Process Reengineering study , ERP study and their implementation.
- **Essential :** Execute at least two BPR projects. Consultant must have proved track record in undertaking similar assignments. He must have significant experience and familiarity with similar type of work. Experience should be supported by Work orders of clients
- **Desirable :** Experience in Design and implementation of at least two e-governance projects.

The consulting firm should enclose experience details in Annexure III & IV

Company Details

1. Name of the Agency
2. Address
3. Email
4. Tel:
5. Mobile:
Criteria Give detail with proof
 - a. Company Profile with supporting documents
 - b. Company Registration & start of operation
 - c. Service Tax No
 - d. PAN NO.

Annexure IV

Proforma for Undertaking to be submitted by the agency for bidding for the quotaion
for Business Process for Re-engineering

We..... (Name & Address of Agency hereby undertake to comply with the time and delivery schedule strictly as mentioned in the tender document.

We also agree with terms & conditions of the tender document for Business Process Re-engineering.

Name & Signature
(Authorized Signatory)
With date & rubber stamp

DETAILS OF SIMILAR WORKS EXECUTED

S No	Name of Work / Project & Location	Owner of sponsoring organization	Total Cost of project (in Lakhs)	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Name, Designation and Address / telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9

Name of the Consultant Firm : -

Authorized Signatory: -

Seal of the Organization: -

FORMAT ON TECHNICAL EXPERIENCE

WORKS/PROJECT UNDER EXECUTION OR AWARDED

S No	Name of Work/ Project & Location	Owner of sponsoring organization	Total Cost of project (in Lakhs)	Date of commencement as per contract	Stipulated date of completion	Upto date percentage progress of work	Name, Designation and Address / telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9

Name of the Consultant Firm: -

Authorized Signatory: -

Seal of the Organization: -

ANNEXURE - VII**PRICE SCHEDULE (Price Bid)**

Items	Amount in Rs.
Consultancy Fee	
Taxes.	
Total .	

Total cost in Rs. (words) without tax : _____

Authorized signature with date & Seal of organization