

**M/s**

**Subject: Limited Tender Quotation for Business Process Re-engineering and implementation.**

Dear Sir,

EdCIL (India) Limited was formally known as Educational Consultants India Limited (EdCIL) was incorporated as a public sector Miniratana Enterprise by the Government of India in 1981, under the Ministry of Human Resource Development. Since its inception, Ed.CIL has expanded both steadily and exponentially and has performed numerous projects funded by Government or International Financial Institutions, such as World Bank, Asian Development Bank, African Development Bank and other bilateral funding organizations. Ed.CIL is managed by a Board of Directors, comprised of senior government officials and specialists from industry and academia with strong experience.

EdCIL (India) Ltd. is interested in conducting Business Process Re-engineering and all other allied activities for planning implementation of ERP and hand-holding during the implementation stage for the Corporation as per the specifications given at Annexure- I.

The terms of reference of the assignment are stated at Annexure-I. You are further requested to submit your quotation based on our terms & conditions as set forth hereunder.

The quotation is based on single bid (price bid) system. ***The master envelope should contain the following documents strictly.***

1. Earnest Money Deposit (EMD) of Rs. 40,000/- (Rupees Forty 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 IV , V
3. Price Bid (Annexure VI) (in a separate sealed envelope to be opened in presence of participating bidders at 15.30 pm on 07.12.2015)
4. Letter of acceptance to the terms and conditions of the NIQ.(Annex – III).
5. Detailed plan and project strategy (methodology, project plan, milestones, work-schedule) as per annexure B.
6. Any other document as to support the bidders credentials (including CV of resources as per annexure C proposed to be deployed to the project).

## TERMS AND CONDITIONS: -

The bidder quotation will be considered only against the all job description furnished at the Annexure-I. Other terms & conditions would be as under: -

1. The consultancy services are to be rendered at Corporate Office NOIDA and its TSG project Office in New Delhi.
2. *You are requested to quote your Service Tax No. \_\_\_\_\_ and PAN NO. to be quoted.*
3. *The company certificate of incorporation should be enclosed.*
4. The quotation in the enclosed format should reach in a sealed master 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 07/12/2015**. 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 07/12/2015** will be taken up for opening. Tender received after the specified date and time will not be accepted.
  - (ii) 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.
  - (iii) The bids will be opened up on the same day i.e on **07/12/2015 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 in the presence of all participating bidders.**
6. The price of quoted shall be indicated by the bidder 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 falls below the laid down parameters and also if the deliveries are not made in accordance with the timelines indicated.
9. The Performance Bank Guarantee of 5% of contract value would be furnished to EdCIL with in a fortnight of the date of award of the Work Order and it will remain upto successful completion of the contract.

10. A liquidity damage of 1% of contract value will be levied for every week of late delivery after expiry of agreed time schedule within a maximum limit of value of performance Guarantee amount.
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 service provider shall be liable to the Corporation for any loss or damage which the Corporation may sustain in consequence or arising out of such purchase of consultancy services .
12. The payment will be made within 30 days on receipt of invoice (in duplicate) against successfully completion of the services as per the timeline indicated. This is to be 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. The bidder is requested not to erase or mutilate any word(s) or figures occurring in the quotation, otherwise the quotation may be ignored. The overwriting is not allowed.
17. The project is to commence within 3 (Three) days strictly from the date of receipt of Work Order in this regard positively.
18. This Corporation reserves the right to accept or reject any quotation in whole or in parts without assigning any reason thereof.
19. The service provider shall make all arrangements towards quality and comprehensive delivery of services at the designated locations indicated by EdCIL in the letter of acceptance.
20. The quotation submitted by the bidder will be evaluated as per the procedure and practice of the Corporation to arrive at the L-1 price, which is at 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. The quotation should be unambiguous in all respects.
22. A pre-bid meeting shall be held at 11.00 hrs pm on 03.12.2015. Any clarification sought may be e-mailed to the undersigned before holding of the pre-bid meeting.
23. A detailed agreement will be executed with the successful bidder within 15 days of issue of Letter of Acceptance.

## 24. Role and Responsibility

The Corporation will undertake the following responsibilities for the smooth execution of the assignment:

- Provide all documents / data related to the project that are readily available.
- Ensure active participation of all departments at all levels in implementation of the project
- Facilitate consultation with all officers and other stakeholders.
- Provide necessary infrastructure for conduct of workshops, training and other consultations.
- Identify and nominate Project coordinator from EdCIL to aid the consultants in execution of the assignment
- Constitute Project Steering Committee and undertake periodical reviews and extend all the support to the Consultants
- Facilitate prompt feedback on reports and approvals of documentation submitted by the consultant.
- Facilitate Change Management and training programs to be undertaken by the consultant.
- The consultant will be responsible for all travel, transport and accommodation costs in relation to the assignment.

Yours faithfully,

(G S Sreedhar)  
Deputy General Manager (IS)

EdCIL (India) Ltd.  
EdCIL house, Plot No. 18A,  
Sector 16A, NOIDA. UP- 201301.  
Mobile No. 98711 34397  
Tel : 0120 – 2515373 (D)  
EPBAX : 0120 – 2512001-06  
Email : [gsreedhar@edcil.co.in](mailto:gsreedhar@edcil.co.in)  
Website : [www.edcilindia.co.in](http://www.edcilindia.co.in)

**BUSINESS PROCESS REENGINEERING AND IMPLEMENTATION SUPPORT****Terms of Reference**

The project shall be carried out in a phased manner with appropriate check-points to ensure alignment with EdCIL's expectations. We envisage the phases to be as follows over three components:

***Component 1: Analysis, Design and Procurement*****(3weeks)****Phase 1 (A): Project initiation and As-Is study and analysis report**

- Study of the present structure, systems, functions and services of the company
- Study of all existing processes (both core and support)
- Research and reflect improvement opportunities based on relevant best practices – both nationally and internationally
- Prioritize the processes for reengineering and related approach for the same

***Deliverables***

- Presentation to EdCIL's Team.
- Project inception report including detailed project work plan
- As-Is study report including identification of services, detailed process diagrams, bottlenecks and areas of improvement
- Best practices analysis report study of international and national level best practices
- Reengineering Implementation Report

**Phase 1 (B): Designing the “To Be” processes and identifying Information System requirements****(3weeks)**

- Conduct a detailed analysis of the “as is” processes to identify improvement opportunities and gaps
- Develop recommendations to exploit the opportunities and bridge the identified gaps
- Develop “to be” process design (bearing mind EdCIL’s growth plan and the fact that will implement an integrated ERP and/or other best of breed systems)
- Develop a high-level functional and technical model reflecting the information systems required to support the “to be” processes. This should include all components such as work-flows, controls and information/reports required
- Develop functional and technical requirement specifications for the information systems identified in the functional and technical models. These should jointly be termed as the system requirement specification (SRS).
- Develop best case estimates for hardware/system software requirements. Please note that EdCIL may create its own IT infrastructure or may choose to host its information systems with a 3<sup>rd</sup> party cloud hosting service provider but would still need these inputs for the purposes of negotiating the agreement with the service provider
- Develop a re-engineering and information systems delivery approach. This should include methods/activities required for the implementation of the planned changes and other such as procurement, customer acquisition or service delivery approach for the information systems such as the ERP

### *Deliverables*

- Presentation to EdCIL's team.
- Recommendations for changes to the processes and/or organization (to be agreed with EdCIL)
- "To be" processes as described above
- Functional and technical Information System models
- Functional and technical requirement specifications (jointly termed as SRS)
- Hardware/system software requirements and sizing
- Re-engineering and information systems delivery approach

### **Component 2 : Provide assistance for vendor selection and evaluation for IT related tasks and projects** **(8weeks)**

- Define bid requirements for the information systems (ERP and potentially others):
- Develop RFP including scope, requirements, bid process, schedule, bid formats
- Provide pre-bid support
- Bid evaluation support
- Vendor (ERP, other information systems and the related system integrator) selection and negotiation support
- Provide day-to-day active technical support and advice to the EdCIL as related to procurement, contract management and its administration

### *Deliverables*

- RFP document including Scope, Terms & Conditions, Evaluation Criteria.
- Assistance in Pre-bid meeting.
- Procurement support as mentioned above

### **Component 3: Project Management Support (Hand holding support) (16 weeks)**

#### **Provide Project Management Assistance for Implementation of the Process Changes and ERP**

- Establish an integrated implementation and resource plan with the software implementation vendor
- Setup the project management office and framework
- Monitor progress of contracts implementation to ensure that it abides by the stipulated standards, procedures and planned procurement timetable (Items: Project Schedule, Project Budget, Technical Procedure, Contract Management)
- Assist in the preparation and monitoring of monthly and quarterly progress reports, including comparison between planned and actual progress in physical and financial terms and identification of delays and recommendations for midcourse changes or remedial actions

### *Deliverables*

- *Monthly Progress Reports and Periodic Reports consisting of progress vis-à-vis agreed work plan and report of existing/possible constraints for mitigation*
- **Time Frame** – 30 weeks from the date of placing the order. But an initial report on BPR may be submitted by 15.12.2015.

## Company Details

Name of the Company	
Registered Office Address	
Year of Establishment in India	
Year of Establishment	
Core Business of the Organization	
Legal Basis if Organization in India ( Public Limited Company, Private Limited Company, Partnership Firm, Others-Pl. Specify)	
Registration Number and Certificate under applicable law. ( Refer page number of Proposal where proof is attached)	
Name, Title & Contacts of the Head of the Organization in India.	
Name, Title and Contacts of the Authorized Signatory	
Name, Title and Contacts of the Person to whom all communication is to be addressed.	
Total Annual Turnover (Enclose audited annual financial statements)	Year Audited(Y/N) 2012-13 2013-14 2014-15
Annual Turnover from Consulting Activities (Enclose certificate from Chartered Accountant)	Year Audited(Y/N) 2012-13 2013-14 2014-15
Total number of permanent employees in the organization in India.	
Email	
Tel	
Service Tax No	
PAN NO.	

Proforma for Undertaking to be submitted by the agency for bidding for the quotation 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

Annexure IV

**DETAILS OF ERP RELATED SIMILAR WORKS EXECUTED/ COMPLETED**

**(Please attach a separate for identical details for projects executed for PSUs & Govt. agencies. )**

S No	Name and details of Project & Location	Client	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: -

(Note: separate sheet for each project may be enclosed in terms of Annexure -A

FORMAT ON TECHNICAL EXPERIENCE

## WORKS/PROJECT UNDER EXECUTION OR AWARDED

S No	Name and details of Work/ Project & Location	Client	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 - VI****PRICE SCHEDULE (Price Bid)**

Items	Consultancy Fee (in Rs.)	Taxes (in Rs.)	Total Amount (in Rs.)
(i) Component 1			
(ii) Component 2			
(iii) Component 3			
<b>Total .</b>			

Total price quoted in Rs. (words) including tax : \_\_\_\_\_

Authorized signature with date & Seal of organization

Note : indicate the total costs including taxes to be paid by Tendering Authority. Such total costs must be comprehensive and inclusive of all services to be provided as per the scope of work mentioned in the TOR. The Costs quoted above shall be inclusive of costs pertaining to travel/stay, per diem and any other allowances payable to the staff deployed for the assignment.

**SELF-DECLARATION - NON BLACKLISTING**

(On Non-Judicial Stamp Paper of Rs. 100/- duly attested by the Notary Public)

To,

Executive Director (Technical)  
EdCIL (India) Limited (EdCIL)  
EdCIL House, 18 A, Sector-16 A  
NOIDA - 201301 (U.P.), India

Sir,

In response to the Bid No. \_\_\_\_\_ Dated \_\_\_\_\_ for Development of Bilingual Corporate Website of EdCIL, I/We hereby declare that presently our Company/Firm \_\_\_\_\_ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm \_\_\_\_\_ is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

Annexure A  
Bidder's Experience, specifically for PSUs/ State/Central Governments.

(Using the format below, provide information on each assignment for which your organisation was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment. Please fill separate forms for each assignment. EdCIL will be free to contact any or all of the references as a part of the evaluation diligence process.)

Name of the Assignment		Country
Location within country		Professional Staff Provided by your Firm/Entity(Profiles)
Name of Client		NO. of Staff
Address:		NO. of Staff Months; Duration of Assignment
Start Date (Month/ Year );	Completion Date (Month/ Year) :	Approax. Value of Services (in Rupees)
Profile of Senior Staff (Project Director Coordinator ( Team Leader ) involved and functions performed		
Narrative Description Project		
Description of Actual Services provided by your staff.		

Firm's Name

Full name and signature of authorized Representative : .....

## Description of Approach, Methodology and Work Plan for Performing the Assignment

Technical approach, methodology and work plan are key components of the Project. You are suggested to present your Technical Proposal (inclusive of charts and diagrams) divided into the following three chapters:

- (a) Technical Approach and Methodology,
- (b) Work Plan, and
- (c) Organization and Staffing,

(a) Technical Approach and Methodology. In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

(b) Work Plan. In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be provided as per the Table below:

Name of Staff	Qualification and Area of Expertise	Position Assigned	Task Assigned

(c) Organization and Staffing. In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff. The Staffing should be consistent with the Table above

1. Proposed Position:\_\_\_\_\_
2. Name of Firm [Insert name of firm proposing the staff]:\_\_\_\_\_
3. Name of Staff [Insert full name]:\_\_\_\_\_
4. Date of Birth: \_\_\_\_\_  
Nationality:\_\_\_\_\_
5. Education (Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment):\_\_\_\_\_
6. Membership of Professional Associations (as relevant to the current assignment):\_\_\_\_\_
7. Other Training and Certification (Indicate significant training and certification as relevant to the current assignment):\_\_\_\_\_
8. Languages [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:\_\_\_\_\_
9. Employment Record [Starting with present position, list in reverse order every employment held by staff member for last 10 years in descending order giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:\_\_\_\_\_
10. Detailed Tasks Assigned [List all tasks to be performed under this assignment]:\_\_\_\_\_
11. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned [Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 10.]:\_\_\_\_\_

Name of assignment or project:	
Year:	
Location:	
Client:	
Main project features:	
Positions held:	
Activities perf	

12. Certification: I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date \_\_\_\_\_

[Signature of staff member or authorized representative of the staff]  
Day/Month/Year

Full name of authorized representative:\_\_\_\_\_

Work Schedule

(For each component of work as mentioned in the ToR, please provide breakdown of work schedule. The Reports mentioned should be in conformance with the Deliverables

S. No.	Activity/ Submission of reports	Week									
		1	2	3	4	5	6	7	8	9	N

1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Client approvals. Indicate activities, delivery of reports, and benchmarks separately for each phase.

2 Duration of activities shall be indicated in the form of a bar chart.