



**Government of India; Ministry of Personnel, Public
Grievances and Pensions; Department of Administrative
Reforms & Public Grievances**

CALL FOR EXPRESSION OF INTERESTS

The Department of Administrative Reforms & Public Grievances (DAR&PG), Government of India, undertakes various initiatives to build capacity at institutional and organisational levels in departments of Central Government, State Governments/Administrations of Union Territories (U.T.). The following projects/studies are proposed to be taken up shortly by the department under the 'Capacity Building for Poverty Reduction' Programme:

- 'Implementing Service Quality Standards in the Pro Poor Public Services at the State Level'.
- A primary survey and Study of the 'State of Civil Services' in the Government.

Detail information of each of the above, are available on DAR&PG's web site ID: <http://www.darpg.nic.in>. Interested organisations/institutions/consortiums who meet the eligibility requirements may submit two copies of their Expression of Interests (EoI) for all or any of the abovementioned project / studies separately to Deputy Secretary, (Public Grievances), Ministry of Personnel, Public Grievances & Pensions, Department of Administrative Reforms and Public Grievances, 5th floor, Sardar Patel Bhavan, Sansad Marg, New Delhi – 110 001. Telefax: (011) 23745472 Fax: (011) 23742133, email ID: coi-darpg@nic.in

Last Date for receipt of EoI will be 15 days from the date of advertisement.

(Adv. published in National Dailies on 22nd September 2008 e.g. Times of India / Hindustan, Delhi)

F.No. K – 12014/1/2008-PG
Government of India/Bharat Sarkar
Department of Administrative Reforms and Public Grievances/ Prashashnik Sudhar
Evam Lok Shikayat Vibhag
5th floor, Sardar Patel Bhavan, Sansad Marg,
New Delhi – 110 001

**Invitation
for
Expression of Interest (EOI)
For Implementing Service Quality Management Systems in Pro-Poor Public
Services at the State Level**

September 2008

Invitation for Expression of Interest

A. Introduction

1. DAR&PG, Government of India is implementing a Capacity Building for Poverty Reduction Program funded by Department of International Development (DfID) UK. The objective of the Programme is to assist the Ministry of Personnel, Public Grievances and Pensions in its effort to promote and support improvements in public administration, which will benefit the poor and marginalised through improvements in service delivery. This will contribute to the goal of bringing improvements in Public Policy implementation impact more effectively on poverty reduction, service delivery and growth.

2. In order to drive individual departments and their delivery systems to move towards service delivery excellence Department of Administrative Reforms and Public Grievances seeks to pilot the implementation of an appropriate quality management system in consonance with the “service delivery excellence model” already developed by the department. This effort would involve departments at the state level, and their service delivery units at the district or local levels and help in developing a model for implementing quality management system in selected pro-poor public service sectors like Health, Education, Public Distribution System, Water and Sanitation, Collectorate etc. Once such models are in place, it will be readily available for replication in such departments elsewhere in the country.

3. The assignment also envisages capacity building of the Administrative Training Institutes while the implementation of quality management system is being carried out by the consultancy agency in the selected pro-poor public service department, so that the ATI can take up similar exercises in other departments in the State. Implementation of the system through State department would involve addressing the following aspects:

- a. Development of a framework for Sectoral or domain standards for a selected State Department. It would be necessary to help the department set Sectoral standards for the service(s) being delivered by it. The framework would cover the entire delivery chain: state level-service delivery unit at district-block-cluster-village level.
- b. Documentation and development of an implementation module, including a manual, for Quality Management Systems with suggestions for appropriate changes, if necessary, in the service delivery excellence model already developed.

- c. Facilitation of the process in such a manner that the various aspects of the service delivery excellence model are institutionalised at all the levels.
- d. Development of capacity in the state level Administration Training Institute (ATI) to facilitate such interventions in various state level service delivery entities.

Department would provide the consultancy agency with all the necessary background information and data available with the department.

B. Scope of the Assignment

4. The consultant is expected to do the following:
 - i. Develop a methodology for implementation of a quality management system through the vertical chain of service delivery: State level department-to the service delivery unit. This would be significantly informed by the IS 15700: 2005 standard developed by BIS and also the assessment model developed by the DARPG for benchmarking excellence in Service delivery (SEVOTTAM)
 - ii. Assist the Vertical chain in developing the parameters for setting standards in the sector and in setting the standards with stakeholder participation.
 - iii. Assist in implementing the sectoral standards at the service delivery unit levels and facilitating the operating aspects of implementation for a period of six months. This would include operational processes review on the line of business process re-engineering (BPR) wherever necessary in the vertical chain of the selected pro-poor public service sector and developing and implementing the appropriate quality management system.
 - iv. Develop an implementation process model after incorporating the lessons from the six- month operationalisation of the model.
 - v. Concomitantly, assist in building the capacity of the ATI in undertaking such assignments in the future in the state. This would require collaborative involvement of identified personnel of the ATI in all aspects of the assignment. This transfer of technology is a part of the scope.

5. Additional Information for Sevottam model is available at <http://darpg.nic.in/arp-g-website/pmawards/sevottam.doc>, and for Requirements for Service Quality by Public Service Organizations at [http://darpg.nic.in/arp-g-website/reforminitiatives/CitizenCentricInitiative/Requirement for service quality.pdf](http://darpg.nic.in/arp-g-website/reforminitiatives/CitizenCentricInitiative/Requirement%20for%20service%20quality.pdf).

C. Guiding Criteria for selection of Consultants

6. Such Consultants expressing the interest will be shortlisted who either singly or in association with others are capable of rendering high degree of professional services in the fields of work mentioned above and such short listed consultants may be invited later to submit their consultancy proposals. Among others the following shall be the guiding criteria, broadly for the selection of a Consultant:-

- a. It should have been in existence for minimum three years.
- b. It should have an annual turnover of more than Rs. Two crores for each of the last three years. (Audited statements for the years 2004-2005, 2005-2006, and 2006-2007 should be submitted.)
- c. It should have a demonstrated capability in reviewing evaluating large systems based on actual data.
- d. It should have capability to diagnose system design, infrastructural, technological and people related issues of any large system. Process mapping capability of any system is an essential pre-requisite.
- e. It should have successfully completed monitoring and evaluation studies of Government programmes/ policies
- f. It should have good understanding of sampling methods and survey methodology in the context of governments and citizens.
- g. It should have good understanding of and sensitivity to Governmental systems and their design issues.
- h. Presence of key professionals with at least 15 years experience in Quality Systems, Organisation Development and Capacity Building, Business Process Re-engineering and a Domain expert in selected pro-poor public service sector(for e.g. Health, Public Distribution System etc.)

D. Expected Contents of Expression of Interest:

7. Expression of Interest should be sent in the format given in **Annexure I** and shall contain the documents and details listed below.

- a. Capability statement(not more than four pages), illustrating the skills and experience of the firm in providing the services required under this advertisement;
- b. A write-up on the understanding of the assignment (not more than two pages).
- c. Short CVs (two page maximum) of the key personnel expected to be deployed in the assignment
- d. Company/Organization profile giving details of current activities and management structure (not more than four pages)
- e. Evidence of incorporation.
- f. Annual Report including audited Balance Sheet and Profit & Loss Account statement for past three years.
- g. Details of relevant experience of last five years including cost, project structure and other pertinent details.

E. General terms & Conditions

8. Terms of reference for this EOI are as follows
 - a. Only short listed Consultants will be issued Request for Proposal document with an invitation to submit Technical and Financial Bid
 - b. DARPG reserves the right to cancel /re-tender this consultant procurement process if the necessity so arises. It also reserves the right to seek further information/details.
 - c. Firms/organizations if found to have indulged in any corrupt or fraudulent practices will have their EOI document not taken up for consideration

F. Time Frame of the Study

9. The exercise is expected to be completed in 12 months time. While the implementation planning and initial framework development is expected to take about 4 months, the implementation should be done for 6-8 months including the final documentation and manual development.

10. The Consultant shall submit an Inception Report within one month of the initiation of the study. There would be consultation meetings with the Consultant after each deliverable is received by the department. Final report shall be submitted at the end of one year. There would be regular review meetings to assess the progress of the study.

G. Schedule for Reference:

11. Sealed EOI prepared in accordance with the procedure enumerated in this document should be submitted to Deputy Secretary (PG), Department of Administrative Reforms and Public Grievances in the proforma given in **Annexure-I** as per Schedule given below.

(a) Name of the Purchaser

President of India through Secretary, Department of Administrative Reforms and Public Grievances

(b) Addressee and address at which EOI is to be submitted:

Deputy Secretary (PG)

Department of Administrative Reforms and Public Grievances

5th floor, Sardar Patel Bhavan, Sansad Marg, New Delhi – 110 001

(c) Latest time and date for receipt of EOI

By 17.00 hrs 15 days from the date of publication of advertisement

(d) Name of the contact person for any clarification

Shri Manish Mohan, Deputy Secretary (PG),

Ministry of Personnel, Public Grievances & Pensions, Department of Administrative Reforms and Public Grievances, 5th floor, Sardar Patel Bhavan, Sansad Marg, New Delhi – 110 001. Telefax: (011) 23745472 Fax: (011) 23742133, Email: mm.govil@nic.in

(e) Date till which the EOI should be valid

360 days from the date of opening of EOI.

H. Tender Methodology

12. The tender methodology proposal to be adopted will be in two stages comprising Expression of Interest in the first stage. The second stage of tendering process will comprise inviting techno - commercial bids. The evaluation procedure for the tendering process would follow the Quality-cum-Cost Based System (QCBS). The costs associated with the preparation and submission of the response to the EOI and RFP shall be borne by the bidder.

13. The purchaser will not be responsible for non receipt/ non delivery of the Bid document due to any reason whatsoever.

**APPLICATION FORM
FOR EXPRESSION OF INTEREST**

**For
Implementing Service Quality Management Systems in Pro-Poor Public Services
at the State Level**

1. **Name** :
2. **Mailing address** :
3. **Telephone and fax number** :
4. **E-mail address** :
5. **Name and designation of the person** :
authorized to make commitments to
the DOPT.
6. **Year of establishment and constitution** :
of organization.
7. **The details of the top management with** :
their professional qualification and
experience.
8. **Whether the Firm/Company has any** :
widely accepted certification. If yes,
furnish certified copies.
9. **Profile of personnel with qualification,**

experience & relevant certification, who can be assigned the job.

10. Turnover

(i) What was the organisation's total annual turnover for the last five years?

- One year ago
- Two years ago
- Three years ago

(ii) What was the turnover, for services similar to those required here, for the last three years?

- One year ago
- Two years ago
- Three years ago

11. List of projects in the last five years in which the Firm/Organisation has delivered services similar to that in the project advertisement.

Name of Project	Year	Country	Value	Recipient's Name	Short Description of the project

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12. Whether following documents have been enclosed with the application:

(i)	A capability statement.	Yes/No
(ii)	A write-up on the understanding of the assignment.	Yes/No
(iii)	CV's of key consultants proposed to provide service for this contract.	Yes/No
(iv)	Company/Organization profile giving details of current activities and management structure.	Yes/No
(v)	Evidence of incorporation.	Yes/No
(vi)	Annual Report including audited Balance Sheet and Profit & Loss Account statement for past five years.	Yes/No

(Signature of the bidder)

Place:

Name: _____

Date: