

## CONSULTANCY DEVELOPMENT CENTRE

### INVITATION FOR PROPOSALS FOR STUDY ON STRATEGIES FOR ENHANCING QUALITY IN CONSULTING

Consultancy Development Centre (CDC) invites proposals from consultants /experts/agencies having sound knowledge of consulting processes experience in execution of consultancy assignments for Study on Strategies for enhancing quality in consulting

#### Scope

- The scope covers both engineering and management consulting profession.
- Study the following with respect to consultancy profession – both with respect to India as well as internationally followed models/processes
  - Accreditation/Certification – both for individuals and organizations
  - Legislation/Statutory recognition
- Carry out an empirical survey (comprising desk research – both with respect to India as well as international practices supplemented with personal interviews with a few leading consultants and clients in India) and identify comprehensive set of parameters for assessing/evaluating quality of consulting assignments. Some of the parameters could be
  - Tools, methods, processes for delivery
  - Mechanism for client feedback
  - Evaluation Processes/methods including tools
  - Client Certification with respect to consultant's performance
- Based on the above propose framework comprising strategy and plan with respect to the following leading towards enhancement of quality in consulting.
  - Accreditation/certification
  - Legislation/statutory recognition
  - Tools, methods, processes for delivery
  - Mechanism for client feedback
  - Evaluation Processes/methods including tools
  - Client Certification with respect to consultant's performance
  - Any other parameters for enhancing quality in consulting
- Test the framework on about 15 consultancy assignments (of diverse nature and covering both technical and management) and make appropriate modifications in the proposed framework
- Discuss the framework in 4 interactive seminars to be organized in different cities and comprising representatives of consultants, clients, policy makers, and other related stakeholders
- Finalize the report appropriately incorporating the inputs/suggestions received from the interactive seminars

Towards the above, the consultant/agency is expected to carry out the following activities

- Prepare an inception report outlining the plan for execution based on the approach and methodology proposed in the proposal
- Submit Progress/interim reports in accordance with the agreed schedule indicated in the work order

- Submit draft report containing model, criteria alongwith parameters, proposed methodology and tools/processes for the following and presentation of the draft report to the Project Monitoring Committee (PMC)
  - Accreditation/certification
  - Legislation/statutory recognition
  - Delivery of consulting assignments
  - Client feedback
  - Evaluation of consultant's performance
  - Tools, Processes and Methodologies for delivery
  - Client Certification with respect to consultant's performance
  - Other parameters identified for enhancing quality in consulting
- Submit final report incorporating modifications proposed during the presentation of the draft report (in hard and soft form)
- Modifications during Publication
- Presentation during dissemination

#### Format for submission of proposal

Proposals shall be submitted in two parts - Technical proposal and price proposal in separate sealed covers, super-scribing on the cover as Technical Proposal, Price Proposal respectively. The outer cover should bear the address of the consultant/agency

#### The Technical proposal shall contain the following:

- a) Name of the consultant/agency
- b) Area of specialisation and work experience
- c) Experience in similar assignments
- d) Approach and methodology proposed for the project (should be detailed including the tools/processes to be used for the project)
- e) Details of Personnel to the associated with the project (including details of qualifications, skills and competencies, experience in projects/studies)
- f) Time frame along with PERT chart

The Price Proposal shall contain Lumpsum cost inclusive of professional fee, travel, boarding & lodging, documentation, contingencies and applicable taxes

Proposals may be addressed to

Head (Support Services)  
Consultancy Development Centre  
Core 4B 2<sup>nd</sup> Floor, India Habitat Centre  
Lodhi Road  
New Delhi – 110 003  
Tel # 91 11 24653315, 24602601  
Email: [svsrao@cdc.org.in](mailto:svsrao@cdc.org.in)

Last date for receipt of the proposals is Monday, 27 July 2009 by 1600 hrs.