

# INVITATION OF PROPOSALS

*for*

**Projects focusing on Competency  
Enhancement/Business Process Automation in  
MSMEs / Entrepreneurship building through  
appropriate technology interventions in Jammu &  
Kashmir, LWE and NE States**



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**Scheme name: Invitation of proposals for Projects focusing on Competency Enhancement/Business Process Automation in MSMEs / Entrepreneurship building through appropriate technology interventions in Jammu & Kashmir, LWE and NE States**

## **1. BACKGROUND**

### **1.1 Business Process perspective**

A process based approach can serve as an effective building block for the transformation of an enterprise business and for ushering in productivity improvements through optimal use of resources, effective cost control and improved organisational capacity and capability.

### **1.2 Business Process Automation**

Business processes automation (i) comprise of a set of methods (ii) involves roles, (iii) encompasses performance of tasks/actions (iv) require compliance with policies & guidelines for carrying out the prescribed tasks (v) follow business rules and constraints which govern the performance of tasks and (vi) consider and build in relevant assumptions / constraints where necessary (vii) validate and check transactions according to predetermined rules as also (viii) alert, inform, guide and facilitate the user in the performance of various tasks. The end result of business process automation is to achieve enhanced results/ outcomes.

### **1.3 Business Process Improvements**

Improvements and simplification of processes to be implemented and assimilated as institutional changes within the system, may require changes in structure, policies and legal changes besides the changes in the processes, forms and procedures. Most importantly, the implementation requires changes in the attitudes, skill sets and competencies of the persons implementing and embracing these changes.

Several organizations have been able to demonstrate business process improvements by (i) restructuring forms used for various transactions (ii) designing & adopting templates, checklists and guidelines to be followed for a given process (iii) acquiring, managing, and using information in digital formats to improve speed of response and (iv) leveraging electronic

workflows, modifying processes to execute transactions electronically and working towards paperless operations.

#### **1.4 Process Re-Engineering**

Re-engineering of processes facilitates improvements for integrating enterprise functions and organization of processes/ activities and support them with standards-based information systems which provide "end-to-end" flows of information and decision support. Re-engineered systems provide full-spectrum, shared, reliable, and secure services, accessible to all users, to accomplish desired outcomes and efficacy in the performance of various tasks.

Efforts to re-engineer processes would require a high level of domain knowledge, expertise in business analysis, systems design, technologies and operations management.

#### **1.5 Building Organisational Capacities**

It is hence important that knowledge workers and domain experts assimilate knowledge, skills and associated competencies, to understand the nuances of how the processes are architected, system functionality specified and software solution developed and validated for accomplishing the productivity improvements.

Considering these prerequisites for successful implementation of business process automation, CDC has initiated a Scheme i.e **Invitation of proposals for Projects focusing on Competency Enhancement/Business Process Automation in MSMEs / Entrepreneurship building through appropriate technology interventions in Jammu & Kashmir, LWE and NE States:**

**The focus areas under the scheme would be:**

- MSMEs with the focus on Energy Efficiency/Material Wastage/Technology Transfer for the following sectors:
  - ❖ Pharmaceuticals
  - ❖ Leather
  - ❖ Chemical based
  - ❖ Food processing
  - ❖ Electronics

- Entrepreneurship building through appropriate technology interventions in Jammu & Kashmir, LWE and NE States

## 2. OBJECTIVES

- (a) To **visualize and define a context for enterprise business operations** in generic terms and study related aspects which have a bearing on the definition of competencies required for driving productivities and efficiencies of various business operations.
- (b) To **analyze and research approaches/ methodologies** and thereafter **define**
  - (i) competencies for individuals/ teams required for business process automation
  - (ii) capabilities for processes required for business process automation
- (c) To **design**
  - (i) competency framework for Individuals and Teams and
  - (ii) process capability frameworkwith details of competency / process capability specifications as also maturity matrix for defining various levels of proficiencies/process capability.
- (d) To design and develop **Methods and Models for assessment and certification** of (i) competencies and (ii) process capability
- (e) To **design and develop Tools, Learning Resources, Reference Material & Handbook** for Skill acquisition, Learning, Assessment and Certification.

## 3. SCOPE OF THE PROJECT INITIATIVE

- (i) Define Competencies, detailed profiling of Competencies, Specification of Standards, Description of Activities, Tasks, Illustratives Scenarios and Key Measures/Indicators/Evidence documents for various proficiency levels.
- (ii) Define process capability for various maturity levels
- (iii) Design and Development of Methods and Models for Certification of Individual & Team Competencies and Process Capability / Maturity
- (iv) Design and Development of Tools and Learning Resources for Skill acquisition for business process automation, Compilation and

Publication of Handbooks, Demonstration Toolkits, Digital Learning Contents and Reference Compendiums for learning.

#### **4. DETAILS OF THE PROJECT**

- (i) The project provides funds for specific proposals that are submitted under this project with details of tasks intended to be carried out meeting one or more objective stated above. The proposals are required to clearly indicate the methodology, resource persons who would be involved, the relevant costs, corresponding outcomes/deliverables proposed and envisaged benefits/impact of the outcomes.
- (ii) Proposals may be submitted by Consultant Agencies, IT Companies, Public Sector Undertakings, Educational Institutions, Registered autonomous institutions or Individual Experts/Professionals who have the experience of working on the projects/assignments of similar nature with relevant track record and demonstrated proficiency.
- (iii) Funding *upto Rs. 20 lakhs lump sum* inclusive of all charges and taxes pertaining to the project would be considered for each of the project proposals commensurate with the outcomes/ deliverables.
- (iv) The funds would be made available in phases depending on the progress demonstrated by the individual expert/ agency.
- (v) The project may involve extensive survey, compilation of information and detailed analysis from field sites where successful installations have been made.
- (vi) The scope, modalities, costing and outcomes of shortlisted individuals/ firms meeting basic requirements and having relevant details that would enable consider them for further processing would be shortlisted.
- (vii) These shortlisted proposals would be scrutinized by an expert committee to examine the details presented, as to whether they meet with the expectations of CDC, aligned with the objectives/ and results sought to be achieved.
- (viii) Expert Committee would take the final decision in respect of selected proposals in consultation with the individuals/ agencies and specify variations if any required in respect of scope of work, methodology, time frames, costing, outcomes & results as also any other relevant details.

## 5. SUBMISSION OF PROPOSAL

- (i) The proposal will require to be submitted in the format prescribed with details of the resource persons who will be involved, methodology for carrying out the work, deliverables, timeframes, cost estimates and other relevant details relating to credentials/ past work etc.
- (ii) Only those proposals which guarantee outcomes/ deliverables to be demonstrated within *6 month time frame* would be accepted.
- (iii) Proposals will require to be submitted latest by **15:00 hrs, October 26, 2012** in CDC.

## 6. TERMS AND CONDITIONS

- (i) Professionals/ Agencies whose proposals are accepted will need to execute a *performance bank guarantee for 20%* of the costs agreed upon.
- (ii) While the scheme is ongoing, only a limited number of project proposals will be selected for funding commensurate with the project budgets each year.
- (iii) The individual professionals/ agencies are required to have their own infrastructure and take ownership in respect of making all surveys, communications, travel or logistic arrangements themselves.

## 7. METHOD OF SELECTION

- (i) The proposals would be screened, scrutinized and examined by an Expert Committee.
- (ii) Presentations will require to be made before the Expert Committee detailing the work proposed to be carried out, the deliverables, the credentials of the individual(s)/ agency submitting the proposal, the expertise and resources that are being deployed for the work, the methodology for ensuring that the outcomes sought to be pursued would be attained and deliverables made within the time frame specified.
- (iii) Similar kind of project(s) done in past with list of competencies, detailing in tables, models and schematic representations demonstrating experiential insights, templates for competency profiling, model for process maturity and certification, methodology, credentials, outcomes and impact measurement may be part of the presentation.

- (iv) Learning contents would need to be compiled by domain experts who have adequate experience and being capable of guiding a team of instructional designers. The development of learning resources would need to adhere to instructional design precepts/ methods and be capable of engaging the user. Rich graphics, representations, presentation styles, design elements would need to be made use of. Illustrative contents would require to be submitted along with the proposal.
- (v) The Expert committee in consultation with the individual expert/ agency recommends the scope of work to be carried out by the professional/agency which submitted the proposal and the associated outcomes/ deliverables.

## **8. PROJECT REVIEW & MONITORING**

- (i) Once a proposal has been accepted, the professional / agency who submitted the proposal would be given a mobilization advance not exceeding 20% against bank guarantee of an equivalent amount.
- (ii) Thereafter subsequent funds up to the approved cost for the proposal would be released against evidence of work carried out, demonstrated progress and interim results submitted.

## **9. SUBMISSION OF PROPOSALS**

Proposals in the prescribed format (3 copies) may be sent to:

**Head (Projects)**  
**Consultancy Development Centre**  
**Core IV B, 2nd Floor**  
**India Habitat Centre, Lodi Road**  
**New Delhi - 110 003**  
**Phone: 24602601, 24602915, 24601533**  
**Fax : 24602602**  
**e-mail: [shilpa@cdc.org.in](mailto:shilpa@cdc.org.in)**  
**Website: [www.cdc.org.in](http://www.cdc.org.in)**

Last date for submission of proposals is **15:00 Hrs, October 26, 2012.**

**PROPOSAL FORMAT FOR**

**SCHEME ON**

**Invitation of proposals for Projects focusing on Competency Enhancement/Business Process Automation in MSMEs / Entrepreneurship building through appropriate technology interventions in Jammu & Kashmir, LWE and NE States**

**1. Individual/ Agency Details**

Please fill the details as applicable to you:

1. Name:
2. Designation:
3. Name of the Organisation:
4. Address:
5. e-mail:
6. Phone/Mobile Number:
7. Fax:
8. Website:



## 2. Project Details

Please provide details of the scope of work intended to be undertaken along with the relevant details such as those undermentioned:

- Name of the project
- Focus area
- Scope of work proposed to be undertaken and nature of specific tasks that would be performed
- Envisaged outcomes / deliverables of the project with benefits/impact
- Resource Persons/ Project Team along with their profile / detailed resume giving the details of their qualifications, experience in the area and their suitability for the Project. The proposal must also give the staffing schedule for the Resource Personnel.
- Highlight the Approach and Methodology you will use to achieve the proposed deliverables
- A detailed activity chart providing the following details
  - ❖ Main activities/tasks along with their time frames
  - ❖ Sub activities/tasks under each of the main activities/tasks along with their time frame.
  
- Details of past work done of similar nature along with credentials
- Estimated cost of the project with a detailed break up showing various components including all taxes and Govt. levies.

## 3. General

- In case of Individual Experts/Professionals, please provide a copy of your detailed CV
- In case of Agency/firm, please provide the following details
  - ❖ Brief about Organisation
  - ❖ Products and Services
  - ❖ Performance Records/ Annual Reports for the recent years, wherever applicable