

Government of Assam
ARIAS SOCIETY (ARIASS)

Proposed World Bank aided Assam Citizen Centric Service Delivery Project (ACCSDP)

REQUEST FOR EXPRESSION OF INTEREST (REOI)

For Hiring of a Consultancy Firm for Business Process Re-engineering (BPR) Study under ACCSDP

No. ARIASS/CCSDP/40/2016/ 29

Dated, Guwahati the 24th February, 2016

ASSIGNMENT TITLE: Hiring of firm to conduct BPR study on the Administrative Procedures in selected departments of the Government of Assam (GoA) and framing the Functional Requirement Specifications (FRS) and develop Detailed Project Reports (DPRs) for improved Service Delivery under the Assam Right to Public Services (RTPS) Act, 2012.

1. The GoA through the Government of India has applied for a credit of US\$39.20 million from the World Bank (W.B.) for implementation of the ACCSDP and a Project Preparatory Facility (PPF) advance of US\$2.0 million has already been approved by the W.B. The ACCSDP aims to strengthen the electronic delivery of citizen centric services under the Assam RTPS Act for augmenting citizen's access to the targeted RTPS services. The ARIAS Society intends to hire a consulting firm for carrying out a BPR study of administrative procedures in selected departments/agency of the GoA (*such as Revenue & Disaster Management, Welfare of Plains Tribe and Backward Classes, Transport, Health and Education; and in Guwahati Municipal Corporation*) for improved delivery of RTPS Services, framing of FRS and DPR for delivery of these select services electronically through the RTPS integrated Portal.
2. The Consultancy firm under this assignment would be *inter alia* required to undertake (i) conduct detailed analysis of the existing business processes, workflows and associated procedures within these and between associated departments; (ii) make recommendations on redesign/streamlining of certain existing processes and workflows to eliminate the wasted or redundant effort and improve service delivery performance; and (iii) on the basis of the recommendations, develop the FRS and DPR for electronic delivery of each targeted service through the integrated RTPS portal. The duration of the assignment would be for a period of nine (9) months, effective from the contract signing date.
3. The draft Terms of Reference (TOR) for the proposed assignment is provided in the website of the ARIAS Society viz. <http://www.arias.in/notification.htm>. The SPD, ARIASS, now invites eligible consultancy firms/agencies to indicate their interest in providing the Services indicated in the draft TOR. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.
4. **The short-listing criteria include:**
 - a) The firm should be in business for the last seven (07) years;
 - b) The firm should have an average annual turnover from 'consultancy business' of at least Indian Rs. 20.00 crore per year in the last three (03) financial years (2014-15, 2013-14 and 2012-13);
 - c) Prior experience in conducting BPR study of at least three (03) public services of the National/State Governments;
 - d) Proven ability to work closely with Government departments, and coordinate with diverse agencies;
 - e) Availability of senior-level staff experienced in BPR, process experts in Governance, IT and administrative reforms;
5. **The lists of documents to be submitted along with EOI are** (*Expression of Interest shall not be more than total 60 pages*):
 - a. Document (s) to demonstrate that the firm is in the business for the last seven (07) years;
 - b. Details of Work Experience and Similar Assignments undertaken to support the short-listing criteria accompanied by completion or acceptance certificate(s);
 - c. Self- certified details of available personnel with domain expertise and experience;
 - d. Certificate from the statutory auditors/ Chartered Accountant certifying the year wise amount of turnover from 'consultancy business' during the last three (03) financial years (2014-15, 2013-14 and 2012-13).
6. The Consultancy firm will be selected in accordance with the QCBS method set out in the World Bank's Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers (January 2011, revised July 2014) ("Consultant Guidelines"). Attention of the interested Consultants is drawn to paragraph 1.9 of the Consultant Guidelines, setting forth the World Bank's policy on conflict of interest. In addition, please refer to the following specific information on conflict of interest related to this assignment: conflict between consulting activities and procurement of goods, works or non-consulting services; conflict among consulting assignments; and relationship with Borrower's staff.
7. Consulting firm may associate with other firms in the form of a Joint Venture (JV) or a Sub-Consultancy (with joint and several liability) to enhance their qualifications, however this should be stated clearly mentioned in the Expression of Interest (EOI). Further information may be obtained at the address below during 11:00 to 16:00 hours IST. EOI must be delivered in hard copy as well as soft copy in a CD at the address given below on or before **16:00 hrs IST of 14th March 2016**.

The State Project Director, ARIAS Society, Project Coordination Unit, Agriculture Complex, Khanapara, G.S. Road, Guwahati-781022 (Assam, India); Tel: 0361-2332125; Tele-Fax: 0361-2332564; email: spd@arias.in