



Expression of Interest (EOI) Information Sheet

Business Process Re - engineering solution and Process Study for Divisional Secretariat. (eDS)

ICTA/GOSL/CON/QCBS/2016/153

The following information should be provided with the EoI.

1. Select appropriate response (please select one of the following)

a) EOI as single party ☐

b) EOI as joint venture ☐
(if so please list the parties)

Joint Venture Name	Parties involved and their Responsibilities

2. Years in business as a Provider of Processing Reengineering / Improvement Services

1 – 3 years ☐

3 - 5 years ☐

More than 5 years ☐

3. Number of **similar BPR projects** undertaken during the last five (05) years as projects. (Similarity is based on the description provided under ‘Scope of Services’, nature and complexity of the project)

No similar projects ☐

1 – 2 projects ☐

More than 2 projects ☐

Similarity:

Please specify Yes/No for the features specified below and mention the successfully completed Project Name(s).

Features	Yes/No	Project Name	Project Duration
Streamlining / Standardizing of the organization business processes			
Restructuring the organization business Process			
Use of Automation or technology Enhancement			
Reorganizing the Organization structure. (De-layering)			
Identified and Implemented Quality improvement mechanism in to the process (Quality Assurance and Management)			
Utilization of Change Management Principals (Continues /incremental)			
Post BPR the Services were designed for a loosely coupled solution			

Please follow template Annexure -1, to describe in detail the features mentioned in above table.

4. Number of BPR based **eGovernment projects** successfully completed in the last 10 years?
- a) Less than 3 projects ☐
- b) 3 – 5 projects ☐
- c) More than 5 projects ☐
5. Size of the organization where BPR was implemented?
- a) Less than 50 employees
- b) 50-200
- c) More than 200

6. Select the percentage of improvement to revenue from the use of BPR to increase the overall cost effectiveness of the organization, from below:

1. 0%-10%
2. 10%-30%
3. 30%-50%

6 (a) With No more than 150 Words, Describe the use of frameworks and off the shelf solutions, which was used in BPR to increase the overall cost effectiveness for the project under the above mentioned criteria along with the details of a contact person.

7. What relevant industry and cross-industry experience does your team have?

1. Finance and Accounting ☐
2. BPM/BPO/KPO ☐
3. Manufacturing ☐
4. Health services ☐
5. Government Services ☐

8. The level of involvement in the implementation of the business processes you define?

1. Inception and concept Design ☐
2. Process Mapping ☐
3. Process Redesign ☐
4. Physical changes to infrastructure and Site ☐
5. Training /Facilitation ☐

Annexure – 1 (Project Information Template)

N: B: Please use following template to describe each project details.

Assignment name:	Name of the Client and Address: (Contact Person and Contact Details)
No of Professional Staff months provided by associated consultants:	Name of the Associated Consultants if any:
Consultants involvement in each Project Phase (Length of Time for each phase. eg Idea generation: 2 weeks, Organizing data: 2 weeks, Implementation: 3 weeks)	
Brief description of Project: Objective and Scope (Should cover the features listed in 'Similarity' section of question no. 3)	
Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):	
Brief description of features in the BRP Methodology (Should explain reasons for selected 'named' methodology.)	
What was the level of involvement? (Please specify the level of involvement and Size of the organization i.e. number of employees)	