

Expression of Interest

For

Design, Development, Implementation, Operation of Enterprise System at EPCH

Important Dates to Remember:

- 1. Issue of Eoi – 30/01/2010**
- 2. Last Date and Time of Submission of Interest – 10/02/2010 upto 5.00 pm**

1. Background

Export Promotion Council for Handicrafts (EPCH) is a pioneer organization which works for the promotion of handicraft export from India. It is a not-for-profit organization, which functions under the guidance of Development Commissioner (Handicrafts), Ministry of Textiles, Government of India. The council was constituted under the Export-Import policy of Government of India during the year 1986-87. EPCH is governed by the Memorandum and Articles of Association framed by the Council. It is administered by an Executive Committee consisting of elected representatives by its members. The Committee is headed by Chairman. The Chairman and Vice Chairman hold office for a period of two years. The council strives for utmost customer satisfaction & excellent services delivery to its members and stakeholders and this continuous effort has led the council to become an ISO 9001:2000 certified organization; an honor for any organization.

With the expansion of internet and IT use among members, it has become imperative for EPCH to make the most of the technologies for making its service delivery & back-end processes more efficient and streamlined. EPCH has been on the fore front of use of technology and has pioneered the Registration, Computerization of Draw of Stalls for its fairs, electronic voting etc. These initiatives have been developed at different times, on different platforms over time creating islands of information in different parts of EPCH. To link these isolated initiatives and to further leverage the advances in Information Technology (IT) for the benefits of its members, it is proposed to overhaul the existing IT infrastructure at EPCH for its day to day administrative and routine works and provide new and innovative services to its members.

2. Scope of Work

EPCH is in the process of introducing web based electronic workflow to enable end to end service delivery for its members. It wants to engage a competent vendor to design, develop, maintain and operate a web based Enterprise System for EPCH. Following processes / functions have been identified to be taken up for automation:-

1. Membership Management
2. Export Promotion
3. Market Development Assistance
4. Trade Policy
5. Trade Information
6. Trade Development
7. Employee Management

3. Eligibility Criteria

- 3.1 The eligible companies/firms must be incorporated under the Indian Companies Act, 1956.
- 3.2 The parent company of any subsidiary company, which is seeking qualification on the financial strength of its parent, would have to give a written undertaking that it would bear all financial or contractual liabilities of the subsidiary with regards to this enquiry.

- 3.3 The parent company of any subsidiary company, which is seeking qualification on the technical strength of its parent, would have to give a written undertaking that its technical capabilities/ resources would be available to the subsidiary company as and when required.
- 3.4 The firm should have experience in designing, developing, operating and maintaining similar enterprise system for at-least two Government Department / PSU in India in last two years.
- 3.5 The firm should have average annual turnover of Rs. 10 million for last three financial years i.e. 2006-07, 2007-08 & 2008-09 and net worth of the firm should be positive.
- 3.6 These details are to be provided in ANNEXURE A which will form the basis for shortlisting of the firm.

4. EoI Submission & Evaluation

- 4.1 The bidders are required to submit their EoIs in the following indicative format:
 - 4.1.1 Executive summary
 - 4.1.2 Past experience
 - 4.1.3 Profile of key people involved
 - 4.1.4 Proposed approach and methodology
 - 4.1.5 Any other relevant information and documents (in support of eligibility, experience, credentials of the firm)
- 4.2 EoIs, complete in all respects must be received latest by the submission date and time at the address specified below:

Joint Director,
Export Promotion Council for Handicrafts
EPCH House, Pocket 6&7, Sector C
LSC Vasant Kunj, New Delhi 110070
- 4.3 The envelope containing EoI should be superscribed as “EoI for Design, Development, Implementation, Operation and Maintenance of Enterprise System at EPCH.”
- 4.4 The EoIs will be evaluated based on the information provided and shortlisted firms will be issued Request for Proposals for Design, Development, Implementation, Operation and Maintenance of Enterprise System at EPCH.

ANNEXURE A - PRE-QUALIFICATION BID FORMATS

Form I: General Information

S. No	Particulars	Details to be furnished
1	Details of the Bidder (firm/company)	
	Name	
	Address	
	Telephone	
	Fax	
	E-mail	
	Website	
	Details of Authorized Person	
	Name	
	Designation	
	Telephone	
	Fax	
	E-mail	
2	Information about the company	
	Status of Company (Public Limited / Private Limited)	
	Number of Employees	
	Locations and addresses of offices (in India and overseas)	
3	Any other Relevant Details	

Form II: Financial Details (As per audited balance sheet)

Name of Bidder	Turnover of the Company (in Lakhs)			
	FY 2006-07	FY 2007-08	FY 2008-09	Avg. of last 3 FYs

Form III: Details of Relevant Experience in Last 2 Years

(Use separate tables for each assignment)

DETAILS OF RELEVANT EXPERIENCE	
Title of the Project	
Location within Country :	
Name, Address and Contact Details of the Client :	
Contact tenure & Man-month efforts involved:	
Brief Description of Project :	