

# **BHARAT HEAVY ELECTRICALS LTD.**

Corporate Quality & Business Excellence, New Delhi



## **TENDER DOCUMENT FOR**

**Engagement of Agency for handholding/ guidance on Business Excellence  
as per EFQM 2020 model**

**NIT No.:** BHEL:CQ&BE:EFQM:NIT:2024-25 Dated 1.04.2024

**Last date for Submission:** 05.04.2024 at 15:00 Hrs.

**BHARAT HEAVY ELECTRICALS LTD.**  
**Corporate Quality & Business Excellence**

BHEL House, Sirifort, New Delhi - 110049

**NOTICE INVITING TENDER**

**NIT No.** : BHEL:CQ&BE:EFQM:NIT:2024-25 Dated 01.04.2024

**Name of Job/Services:** **Engagement of Agency for handholding/ guidance on Business Excellence as per EFQM 2020 model**

**To**

M S Srinivasan (ms.srinivasan@cii.in)  
Principal Consultant – Business Excellence  
Confederation of Indian Industry, Institute of Quality,  
Bharat Nagara 2<sup>nd</sup> Stage, Magadi Main Road  
Vishwaneedam Post, Bangalore 560091

Dear Sir/Madam,

1. Sealed tender is invited under single part bid system (Through Email/ By hand/ By post/ Courier etc) for the following Job/ services in BHEL- **“Engagement of Agency for handholding/ guidance on Business Excellence as per EFQM 2020 model”**

**DATE OF SUBMISSION & OPENING OF TENDER**

**Last date and time for submission of sealed tender:** 05.04.2024 at 15:00 Hrs.

**Venue for opening of Tender** : **BHEL Corporate Office, New Delhi**

2. The bid can be submitted by any of the following means:

- E Mail
- By Hand/ By post/ By Courier

In case, the bid is submitted by hand/ Post/ Courier, the bid shall be addressed to the below mentioned addressee:

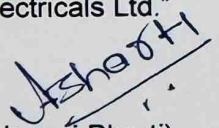
**GM/ CQ & BE**  
**Bharat Heavy Electricals Limited**  
**Corporate Office, BHEL House, Sirifort**  
**New Delhi - 110049.**  
**Phone No. 011-66337207, Mob - 9599698087**

In case the bid is submitted through Email, the same shall be submitted to [durgesh@bhel.in](mailto:durgesh@bhel.in);

BHEL will not be responsible for delay in receipt of tender(s), sent by post / courier. Any clarification, if required, should be sought from the undersigned.

3. Bid should be strictly in accordance with the Tender Specifications and Terms & Conditions enclosed herewith.
4. All documents submitted with the Bid shall be signed and stamped in each page by authorized representative of the bidder.
5. Price to be filled strictly as per Proforma (Annexure 4) given in the tender. Change in Proforma is not allowed.
6. No revision of prices will be entertained after bid is opened.
7. Tender Enquiry No. & due date must be legibly super scribed on all the envelopes containing bid documents.
8. BHEL reserves the right to accept or reject the Bid without assigning any reason whatsoever and in such case tenderer shall not have any claim arising out of such action by BHEL.

On behalf of "Bharat Heavy Electricals Ltd."

  
(Ashwani Bharti)  
AGM/ CQ & BE

**Enclosed:**

- Annexure 1: Scope of Work
- Annexure 2: Proforma for agency details
- Annexure 3: Terms of Payment
- Annexure 4: Proforma for Price Bid

## **Scope of Work**

SI No.	Description of work
1)	Handholding/ Guidance on Business Excellence as per EFQM 2020 (Duration 6 Man-days)

**Note:**

- The broad inclusion of the above will be as follows but not limited to:
  - Awareness on Business Excellence for Top Management
  - Analyzing OFIs and Action Planning on OFIs of assessment of 2023
  - Mitigation of gaps based on the identified OFIs of last 3 years
  - Interaction with concerned functions/ Position report writers for alignment of actions as per EFQM framework
  - Review of Position Report for CII EXIM Bank Award
  - Site visit preparation
- The above handholding/ guidance shall be done in the year 2024-25 at BHEL HEEP Haridwar covering 6 man-days in 3 visits by CII counsellor to BHEL HEEP Haridwar. The dates shall be mutually agreed. BHEL will provide all infrastructural facilities for the same.
- To & Fro Economy Class Air fare between the place of residence of counsellor & the city of BHEL Unit shall be arranged by BHEL, local conveyance & incidentals of the counsellor will be reimbursed by BHEL as per actuals on producing the required documents (taxi bills/ food bills etc). Accommodation for counsellor shall be arranged by BHEL at BHEL Guest House
- Invoice shall be raised as per applicable GST provisions. Terms of payment will be as per Annexure 3. While making the payment, statutory deductions as applicable, shall be made by BHEL. BHEL will make the payment through e-mode. Bidders shall be required to furnish e-payment details. No advance payment shall be made by BHEL
- The applicable GST should be indicated in price bid proforma (Annexure 4). Evaluation of bid shall be done on quoted price excluding applicable GST.
- No extra charges except SI no 2 & 3 above will be payable by BHEL on any other account.

**For (Name of the Agency)****Name:****Designation:****Contact no.****Seal and Address of the agency:**

**Agency Details**

Name of the Agency	
Address	
Name of the authorized Representative	
Telephone Nos.	
Mobile No.	
Email Address	
GSTIN No of Agency	

(Signature of authorized signatory & Seal of the agency)

### **Scope of Work and Terms of Payment**

<b>SI No.</b>	<b>Scope of Work</b>	<b>Terms of Payment</b>
1	Handholding/ Guidance on Business Excellence as per EFQM 2020 (Duration 6 Man-days)	100% payment after completion of work within 15 days after submission of all documents in all respects

### **PRICE BID Proforma**

**Name of Job/ services:** Engagement of Agency for handholding/ guidance on Business Excellence as per EFQM 2020 model

**NIT: BHEL: CQ&BE: EFQM: NIT:2024-25 Dated 01-04-2024**

<b>SI No.</b>	<b>Particulars</b>	<b>Amount (Rs.)</b>	<b>Rupees in words</b>
<b>1</b>	Handholding/ Guidance on Business Excellence as per EFQM 2020 (Duration 6 Man-days)		
<b>3</b>	Applicable rate of GST in percentage (%)		
<b>4</b>	Total Cost including Applicable taxes (In Figures & Words)		

**Note:**

1. BHEL will provide all infrastructural facilities for the above mentioned scope of work.
2. To & Fro Economy Class Air fare between the place of residence of counsellor & the city of BHEL Unit shall be arranged by BHEL, local conveyance & incidentals of the counsellor will be reimbursed by BHEL as per actuals on producing the required documents (taxi bills/ food bills etc). Accommodation for counsellor shall be arranged by BHEL at BHEL Guest House
3. No extra charges will be payable by BHEL on any other account.

**(Signature of authorized signatory & seal of the agency)**