



**GAIL (India) Limited**  
CORPORATE TQM - DEPARTMENT  
PARC Building, GTI  
Plot – 24, Sector -16A  
NOIDA-201301

**Website: <http://www.gailonline.com>**

**EXPRESSION OF INTEREST (EOI)**

**INVITING TECHNICAL PROPOSALS FOR ENLISTMENT OF CONSULTANTS FOR “HIRING OF SERVICES OF CONSULTANT FOR ASSISTING IN IMPLEMENTATION OF QUALITY CIRCLES AT ALL GAIL’S WORK CENTERS/UNITS”**

Interested reputed Consultants experienced in similar jobs are invited to submit application in prescribed format (Annexure- A) along with necessary documents in support of their technical capabilities in order to get enlisted for the proposed job.

The completed Application form along with attachments in a sealed envelope super-scribed with “**HIRING OF SERVICES OF CONSULTANT FOR ASSISTING IN IMPLEMENTATION OF QUALITY CIRCLES AT ALL GAIL’S WORK CENTERS/UNITS**” may be forwarded to the address mentioned below or the same can also be emailed to [pritam.gupta@gail.co.in](mailto:pritam.gupta@gail.co.in) or [rb.korsa@gail.co.in](mailto:rb.korsa@gail.co.in) within 21 days of publication of this EOI i.e. latest by **23<sup>rd</sup> August, 2019**. Application received after 23<sup>rd</sup> August, 2019 will not be entertained.

Consultants applying against the EOI will be screened based on the technical proposals submitted by them in the attached template along with supporting documents. Shortlisted consultants will only be eligible to participate in the subsequent tendering process for engagement of consultant(s) for the project.

Brief Scope of work, Terms of reference/engagement is indicated in the following sections. Detailed Scope of Work, Schedule of Rates, Evaluation Methodology, Bid Evaluation Criteria etc. will be intimated during the subsequent tendering process.

**Address for Submission of Proposal & Documents**

**Deputy General Manager (TQM)**  
**GAIL (India) Ltd**  
**GAIL Training Institute,**  
**PARC Building, Sector 16 A, Noida**  
**Pin - 201301**  
**Uttar Pradesh, India**

**Email: [rb.korsa@gail.co.in](mailto:rb.korsa@gail.co.in)**

**Contact no: +91-(120) 2515353/54/55 Ext.1865**

## **1.0 Back Ground:**

- 1.1 GAIL is the one of the Maharatna PSUs engaged in the business of Natural gas transmission, distribution and marketing, Gas processing for LPG Production, Production of petrochemicals and transmission of LPG in the country and has also diversified into Exploration and Telecom business as well. GAIL's JVs operate one of India's largest gas based power generation facility (RGPPL), LNG regasification terminals at Dabhol, Dahej & Kochi as well as gas distribution businesses including Indraprastha Gas Ltd. Delhi and Mahanagar Gas Limited in Mumbai & GAIL Gas Ltd. GAIL holds participating interest in 28 E&P blocks in India, 2 E&P blocks in Myanmar and in South East Asia Gas Pipeline Company. GAIL Global (USA) Inc. (GGUI), a subsidiary, focuses on US operations which have acquired shale assets in Texas. Another subsidiary GAIL Global (Singapore) Pte Ltd. undertakes trading activities in Singapore.
- 1.2 At present GAIL are having LPG / Gas Processing Plants at Vijaipur, Vaghodia, Usar, Gandhar and Petrochemical complex at Pata (U.P) apart from operating Natural gas pipelines (HBJ and Non-HBJ), LPG Pipelines from Vizag to Secunderabad (VSPL) & Jamnagar to Loni ( JLPL) also having network of Zonal Marketing offices at Ahmedabad, Bangalore, Bhopal, Chandigarh, Chennai, Hyderabad, Jaipur, Kolkata, Lucknow, Mumbai, & Noida.
- 1.3 Quality Circles projects are being in approx. 40 (Forty) work centres of GAIL including Plant, Compressor Stations, Terminals, Zonal offices etc.
- 1.4 The contract shall be executed by single party only.

## **2.0 Scope of Work:**

- 2.1 The bidder is to conduct awareness training / counselling sessions on Quality Circle / Lean Quality Circle / 5 S / Kizen / Six Sigma etc. for two years at various GAIL installations across the country. The number of days against awareness training / counselling sessions conducted at various sites shall be counted as **Number of Man-days**.
- 2.2 The deputed faculty members / consultant for this particular job must be trained in latest Quality Circle tools & techniques, concepts / Advance TQM tools by reputed institutions. The bidder should have at least five (5) numbers of such key faculty members / lead faculty members/ Consultant.
- 2.3 The Bidder shall submit a declaration on actual deployment of said personnel and also submit the profile / Biodata key faculty members / lead faculty members/ Consultant.
- 2.4 Employees of work centres of GAIL including Plant, Compressor Stations, Terminals, Zonal offices are to be covered in QC program during the contract period.
- 2.5 Learning materials related to classroom training/ workshops / Inter unit level conventions are to be provided to the participant by the consultant whenever such program is conducted. No amount shall be paid to contractor against learning/ study material, book, work book etc. distributed to the participants.

a) The bidder should designate a **Coordinator** for this contract who will be solely responsible for coordinating with GAIL regarding:-

- i) Scheduling of awareness cum counselling sessions.
- ii) Making action plans for achieving MOU target.
- iii) Submitting monthly report.
- iv) Preparing management presentations.
- v) Project report of CMD Trophy award winner QC Projects and qualified QC Projects.
- vi) Coordinating with various faculty members for obtaining project status reports and for ensuring travel material dispatch or other administrative arrangements whenever QC awareness training / counselling /management review programmers are organized at various work centres of GAIL. GAIL will coordinate with the same Project Coordinator till the entire execution of the contract

2.6 Projects like 5S, Kaizen TPM etc. will be taken up by the Quality Circles and the improvement action plans identified by QC's would be implemented with the approval of management. The consultant will be required to coach / train the QC team members / leaders/ Coordinators in the basics of QC Concepts, philosophy, TQM tools and techniques. The Consultant should be able to facilitate the team members /leaders & Champions for applying the QC Tools & techniques in daily work life to improve the value of goods and services at the workplace. The process of facilitation may also include among other things, providing data for analysis in some cases recommended solutions for some problems.

2.7 The consultant will arrange & bear the all charges for boarding & lodging and any incidental expenses during the visit. GAIL Guest House may be provided to the consultant on chargeable basis (as per company rule) subject to availability.

2.8 All expenses including local conveyances, travelling expenses (by Road / Train / Air), and foods during travelling charges will be borne by the consultant.

2.9 Any transportation work connected with contract or otherwise is under the bidder's scope and no separate rates are admissible on this account. Boarding and lodging facilities for bidder's personal for carrying out the work is to be made by the bidder at his own cost.

### **3.0 : Technical Criteria ( Quality Based)**

No.	Parameter
i	The Bidder must have carried out a Single Work of minimum Rs. 7.36 Lakhs towards Consultancy for implementation of Quality Circle /Lean Quality Circle/ Six Sigma during the past Seven (07) years in Oil & Gas /Petrochemical / Chemical / Fertilizer / Power / Cement Sector and Automobile Industry.

No.	Parameter
ii	<p>The Bidder should have additional experience during previous ten (10) years relating to ‘implementation of Quality Circle /Lean Quality Circle/ Six Sigma/ 5S in Oil &amp; Gas /Petrochemical / Chemical / Fertilizer / Power / Cement Sector and Automobile Industry.</p> <p>The Bidder should have carried out the above work through a Single Order of minimum Rs. 03 lakhs in Oil &amp; Gas /Petrochemical / Chemical / Fertilizer / Power / Cement sector and Automobile Industry.</p>
iii	Methodology proposed for execution of Work.
iv	<p>Bidder should have minimum five key faculty members / lead faculty members having minimum qualification BE/ B.Tech / MBA from recognized Institute/ University.</p> <p>The key faculty members / lead faculty members should be regular employee of the consultant/ bidder on their Payroll or Full time employee.</p> <p>The key faculty members / lead faculty members/ Consultant should be in good health and should not be more than 70 Years.</p>
v	Additional Qualification of key Consultant /faculty members / lead faculty members.
vi	The key faculty members / lead faculty members / consultant should have experience in Quality Circle Concepts & Methodology, 07 QC Tools, Technique, and new 07 QC Tools.
vii	The Faculty members should have attended “Train the Trainer program” on Quality Circle Tools /Advance TQM tools & Techniques by reputed organization like AOTS Japan, JUSE Japan, JIPM, ASQ, QCI, QCFL, TQI and reputed Govt. Educational Institutes.
viii	Bidder should have empanelled as Quality Circle /Lean Quality Circle/ Six Sigma/ 5S / Lean manufacturing with any Government body like Quality Council of India, National Productivity Council, or similar body.

#### **4.0 Evaluation of Technical Criteria ( Quality Based) :**

The qualitative evaluation of the Consultant will be based on the Consultant’s relevant experience, methodology and key personnel. The Quality shall be evaluated based on the technical score against each parameter are given in the table below:

No.	Parameter	Max. Score	Remarks
i)	The Bidder must have carried out a Single Work of minimum Rs. 7.36 Lakhs towards Consultancy for implementation of Quality Circle /Lean Quality Circle/ Six Sigma during the past Seven (07) years in Oil & Gas /Petrochemical / Chemical / Fertilizer / Power / Cement Sector and Automobile Industry.	10	<p>The Bidder shall be given 10 marks if bidder has executed at least 01 (One) Work order of requisite value.</p> <p>The Bidder is required to submit attested copy of Work Order/ Contract Agreement etc. along with Completion/ Execution Certificate for the relevant work order having cross reference of the order(s) certified by the client.</p>

No.	Parameter	Max. Score	Remarks
			*The time period shall be reckoned from the date of bid submission.
ii)	<p>The Bidder should have additional experience during previous ten (10) years relating to ‘implementation of Quality Circle /Lean Quality Circle/ Six Sigma/ 5S in Oil &amp; Gas /Petrochemical / Chemical / Fertilizer / Power / Cement Sector and Automobile Industry.</p> <p>The Bidder should have carried out the above work through a Single Order of minimum Rs. 03 lakhs in Oil &amp; Gas /Petrochemical / Chemical / Fertilizer / Power / Cement sector and Automobile Industry.</p>	10	<p>The Bidder shall be given following marks against submission of additional proof of experience:</p> <p>Submission of one relevant work order along with completion / execution certificate : 05 Marks</p> <p>Submission of two or more relevant work order along with completion / execution certificate : 10 Marks</p> <p>The Bidder is required to submit attested copies of Work Order/ Contract Agreement etc. along with Completion/ Execution Certificate for the relevant Order having cross reference of the Order(s) certified by the Client.</p> <p>**The time period shall be reckoned from the date of bid submission.</p>
iii)	Methodology proposed for execution of Work.	20	<p>The Bidder shall share information /content through Presentation. The evaluation shall broadly be as per following :</p> <p>i) 10 marks: Structured &amp; detailed planning with elaboration of activities along with content proposed for present work as per the TOR.</p> <p>ii) 10 marks: presentation skills of minimum 03 nos of Consultant / faculty.</p> <p>Bidder should ensure presence of minimum 3 key faculty members / lead faculty members for the presentation.</p>
iv)	<p>Bidder should have minimum five key faculty members / lead faculty members having minimum qualification BE/ B.Tech / MBA from recognized Institute/ University.</p> <p>The key faculty members / lead faculty members should be regular</p>	20	<p>≥ 5 persons : 20 Marks</p> <p>≥ 3 persons : 10 Marks</p> <p>The Bidder shall submit a declaration on actual deployment of said personnel and also submit the profile / Biodata of key faculty members / lead faculty members/</p>

No.	Parameter	Max. Score	Remarks
	<p>employee of the consultant/ bidder on their Payroll or Full time employee.</p> <p>The key faculty members / lead faculty members/ Consultant should be in good health and should not be more than 70 Years.</p>		<p>Consultant.</p> <p>Bidder shall submit documentary evidence / undertaking in respect to employments of consultant / faculty duly signed and sealed by CEO/ Authorised signatory of the company.</p>
v)	Additional Qualification of key Consultant /faculty members / lead faculty members.	15	<p>Additional Qualification and certification course :</p> <p>(i) ME/M.Tech./ Phd : 05 Marks Max.</p> <p>Marks for additional Qualification of faculty members will be considered as under:</p> <ul style="list-style-type: none"> <li>• One faculty having additional Qualification: 1.5 Marks.</li> <li>• Two faculty members having additional Qualification: 03 marks.</li> <li>• Three or more faculty members having additional qualification: 05 Marks.</li> </ul> <p>(ii) Six Sigma black belt / Master black belt certified: 10 Marks Max.</p> <p>Marks for having additional Certification Course of faculty members will be considered as under:</p> <ul style="list-style-type: none"> <li>• One faculty having additional qualification: 03 marks.</li> <li>• Two faculty members having additional qualification: 06 Marks.</li> <li>• Three faculty or more having additional qualification: 10 Marks</li> </ul>
vi)	The key faculty members / lead faculty members / consultant should have experience in Quality Circle Concepts & Methodology, 07 QC Tools, Technique, and new 07 QC Tools.	10	<p>Experience :</p> <p>&gt; 10 years : 10 Marks for <math>\geq 5</math> persons*</p> <p><math>\leq 10</math> years &gt; 5 years : 05 Marks for <math>\geq 3</math> persons*</p> <p>The Bidder shall submit the relevant certificate(s) in support of the above.</p> <p>* Individual experiences of key faculty members / lead faculty members will be considered only.</p>

No.	Parameter	Max. Score	Remarks
vii)	The Faculty members should have attended “Train the Trainer program” on Quality Circle Tools /Advance TQM tools & Techniques by reputed organization like AOTS Japan, JUSE Japan, JIPM, ASQ, QCI, QCFI, TQI and reputed Govt. Educational Institutes.	10	The Bidder shall submit the relevant certificate(s) of “Train the Trainers Program” issued by respective organizations/ Educational Institute.
viii)	Bidder should have empanelled as Quality Circle /Lean Quality Circle/ Six Sigma/ 5S / Lean manufacturing with any Government body like Quality Council of India, National Productivity Council, or similar body.	05	The Bidder shall submit the relevant certificate(s)/ Documents of empanelment.

St = Total Technical Score obtained based on above Quality parameters.

Note: *The minimum qualifying Technical Score for meeting Quality criterion shall be 75. The Financial Bids of those Consultants (Bidders) shall be opened who obtain more than or equal to 75 marks.*

*GAIL shall not give marks against a Technical parameter in the absence of requisite supporting documents. No further correspondence shall be made by GAIL in this regard.*

## **5.0 Evaluation of Proposal Criteria (Quality and Cost Based Selection)**

Evaluation of proposals will be carried out in two stages, first stage is the quality and 2<sup>nd</sup> stage is the cost. The qualitative evaluation of the bidder/consultant will be based on the bidder/consultant’s relevant experience, methodology and key personnel. Each criterion shall be evaluated based on the marks. ***The enlisted consultants / bidders shall be asked for financial proposal*** and shall be evaluated for total combined technical ( Quality) and financial ( Cost) score as per given formula:

A) Technical Evaluation:

St = Combined Technical Score obtained based on technical parameters.

B) Evaluation of cost:

The proposal with the lowest cost (Fm) shall be given financial score (Sf) of 100 points. The financial score of other proposal shall be computed as follows:

$$S(f) = 100 \times F_m / F$$

Where

Fm= Lowest bidding price obtained in the bidding process.

F= Amount of financial proposal of the bidder.

C) Combined Quality and Cost Evaluation:

The total score shall be obtained by weighing the combined quality/technical and cost scores and adding them as follows:

$$S = St \times Tw + Sf \times Fw$$

Where

S = Total score (combined score)

St = Technical score obtained based on technical competency/Parameters

Sf = Relative Financial score obtained based on quoted price (As per formula given above in B)

Tw = Weight assigned to technical score i.e. **70%** or 0.70

Fw = Weight assigned to financial score i.e. **30%** or 0.30

## **6.0 Award of Contract :**

**The bidder/consultant scored the highest shall be awarded the contract.**

The offers received shall be evaluated in two stages on QCBS basis with 70% weightage for quality and 30% for cost. Further the proposal shall be considered unsuitable and shall be rejected at the technical evaluation level (quality aspect) if it fails to achieve a minimum technical score of 75%.

In case more than one bidder/ consultant obtained same total combined technical and financial score, preference will be given to the bidder/ consultant who have successfully executed higher number of similar jobs as defined in parameter no 1 of technical evaluation criteria on the basis of documents submitted along with the EOI.

## **7.0 Time of Contract Period:**

- 7.1 The entire work shall be completed strictly within the time schedule i.e. Two years from the date of LOA.
- 7.2 The decision of the “EIC” regarding extension of the contract, due to the delay attributable to the causes of force Majeure, extra work or due to the reasons attributable to the GAIL, shall be final and binding on the bidder.
- 7.3 If required, the contract may be extended for a further period of six months on the same rates, terms & conditions of the existing contract. The bidder shall be abiding by all the terms & conditions of the contract for the extended period.

## **8.0 Terms of Payment:**

- 8.1 100 % of payment shall be released based on monthly running account bill (RA Bill) for the jobs completed based on executed Man Days as per the Schedule of Rate and scope of work.
- 8.2 Travel time of the consultants' from their office to GAIL work centres and back to their office will not be counted as Man days.



- 8.3 No travelling expenses shall be paid separately and expenses are included in man-days quoted rate.
- 8.4 The bills shall be submitted in 02 sets along with all supporting documents.
- 8.5 The bidder shall submit final bill (as full & final settlement) after completion of the entire scope of work
- 8.6 Final Bill along with No Claim/ No Dues Certificate and Indemnity Bond shall be submitted within 30 days of completion of contract period

**Note:** The Bidder is required to submit copy of Work Order/ Contract Agreement etc. and Completion/ Execution Certificate duly attested by Chartered Engineer & Public Notary.

**APPLICATION FOR PRE-QUALIFICATION**

1	Name of the Agency	
2	Address (HQ)	
3	Address (Consultant )	
4	Designated Person for Communication with Job Title	
5	Address of Designated Person	
	e-mail address	
	Mobile Number	
	Landline Number	
	Fax Number	
6	Pre-Qualifying Technical Requirements (Attach documents)	

Place:

Date: \_\_\_\_\_

(Authorised Signatory)

**Note:** Documents in other than English Language shall have self-certified English translated copies.