

Published in 'Hindu' and Eenadu daily Newspapers on 03.10.2016

Advertisement in Newspapers/devjobs

**Andhra Pradesh Pollution Control Board (APPCB) invites eligible consulting firms to submit
EXPRESSION OF INTEREST to carry out "Capability Maturity Model Integration for Services
(CMMI-SVC) and Assessment for Maturity Level 3 (ML3)"
by 17:00 hrs on 18.10.2016**

For EOI details, see: www.appcb.ap.nic.in

**Andhra Pradesh Pollution Control Board
'Paryavaran Bhavan', A-3 Industrial Estate, Sanathnagar, Hyderabad 500018**

Andhra Pradesh Pollution Control Board (APPCB):
CAPABILITY MATURITY MODEL INTEGRATION FOR SERVICES (CMMI-SVC)
AND ASSESSMENT FOR MATURITY LEVEL 3 (ML3)

1. Background

The Andhra Pradesh Pollution Control Board (APPCB) proposes to contract a Competent Certified Agency to carry out **Capability Maturity Model Integration for Services (CMMI-SVC) and Assessment for Maturity Level 3 (ML3)**.

The Capability Maturity Model Integration, or CMMI, is a process model that provides a clear definition of what an organization should do to promote behaviors that lead to improved performance. With five “Maturity Levels” or three “Capability Levels,” the CMMI defines the most important elements that are required to build great products, or deliver great services, and wraps them all up in a comprehensive model. Sometimes it’s easy to diagnose a business problem and solve it, but other times the problem or solution is not so obvious. CMMI models enable you to examine practices over a wide range of topics to discover where your organization could improve and where it is doing just fine.

Businesses that adopt CMMI experience significant improvements in performance. Many improve their on-time delivery, error detection rates, and accuracy of work estimates. Others reduce overhead rates and increase productivity. Because CMMI covers a wide range of activities and it works hand-in-hand with business objectives, improvements focus on the needs of the business.

CMMI for Services is designed for businesses that focus on establishing, managing, and delivering services. This model delves into detail about planning and managing service capacity and availability, handling complaints and problems.

2. Andhra Pradesh Pollution Control Board (APPCB)

APPCB is a statutory authority entrusted to implement environmental laws and rules within the jurisdiction of the residual State of Andhra Pradesh, India. The Board ensures proper implementation of the statutes, judicial and legislative pronouncements related to environmental protection within the State.

3. Need for (CMMI-SVC and Assessment for Maturity Level 3 (ML3))

Andhra Pradesh Pollution Control Board (APPCB) seeks to improve its service delivery capabilities and usher in Service excellence using CMMI® for Services (CMMI-SVC) which is a globally recognized Service Excellence framework, driven by the CMMI Institute, USA. APPCB also seeks to get itself assessed formally to CMMI-SVC® Maturity Level 3 (ML3) to gain global recognition for its service excellence efforts.

4. Objectives of the Consultancy Assignment

The proposed **Consultancy Assignment** will have the following objectives:

- (a) To conduct Gap Analysis –with regard to CMMI-SVC,
- (b) To refine and enhance APPC B Quality Management (QMS)
- (c) To help plan for roll out of QMS,
- (d) To conduct the Final Appraisal in accordance with the SCAMPI A methodology.
- (e) To register the Appraisal results with the CMMI Institute

5. Need for a Consulting Agency/Expert

Rationale:Capability Maturity Model Integration for Services (CMMI-SVC) and Assessment for Maturity Level 3 (ML3) is a sophisticated management tool incorporating best practices from organizations across the globe. Therefore, it needs experienced certified agencies to guide the Client to achieve the desired results.

Expertise:Senior Consultants with experience in implementing CMMI-SVC and CMMI Institute Authorized Trainers are required for successful implementation. In view of the above mentioned objectives, tasks and expected outputs, the Agency selected shall have the following experience and expertise. The Consultant shall have demonstrated experience in conducting CMMI-SVC ML3. The Consultant team shall comprise at least two senior experts:

- i. Senior Quality Management Expert
- ii. CMMI Authorized Lead Appraiser

**Submit one page CV of Key Experts Proposed for
assignment**

(DO NOT SUBMIT DETAILED CV)

Duration of Assignment:The duration of the assignment is for a period of 16 weeks during October 2016 to January 2017. The selected Agency shall start the assignment within two weeks of signing the contract.

Location of assignment: All Consulting, Training and Appraisal activities will be carried out at the Head office of APPCB

6. FORMAT FOR SUBMITTING EXPRESSION OF INTEREST: PROFILE OF FIRM

USE FORMAT FOR EOI GIVEN BELOW

7. Minimum Eligibility of Consultants:

- (i) Has conducted CMMI-SVC 3 training in India in the last 5 years;
- (ii) Has a turnover of average Rs. 200 lakh during the last three fiscal years,
- (iii) Has at least 2 senior experts with the requisite experience.

9. FOR DETAILS, CONTACT: Sri. B. Siva Prasad, JCEE

Mobile No.9866776700

10. SUBMISSION OF EOI:

Submit **One original and two copies of the EOI document in a sealed envelope** clearly marked on the cover as **“EOI FOR CONSULTANCY ON CMMI-SVC3”** by 17:00 hrs on or before: **18.10.2016.**

Shortlisted eligible consultants will be requested to submit detailed technical and financial proposals. Chairman, APPCB reserves the right to reject all or any of the proposals without assigning any reason thereof.

Address for submission of EOI documents: AP POLLUTION CONTROL BOARD, ‘PARYAVARAN BHAVAN’, A-3 INDUSTRIAL ESTATE, SANATHNAGAR, HYDERABAD 500018.

FORMAT FOR EOI: PROFILE OF FIRM

Item	Details
Name of organization	
Name of CEO/ Contact person	
Address for correspondence	
Telephone of contact person	
E-mail address	
Year of registration	
Geographical area of operation	
Your mission	
Core areas of competence	
Services offered	
List your main clients to whom you have provided services in the last 10 years (Outside India)	
List your main clients in India to whom you have provided services in the last 10 years	
List your main clients in Andhra Pradesh to whom you have provided services in the last 10 years	
Your average turnover in India of the last three years (2013-14, 2014-15, and 2015-16)	Rs./lakh:
Submit one page CV of Key Experts	DO NOT EXCEED ONE PAGE PER CV