

# Request for Proposal

## Consultancy Firms for Implementation of an Integrated IT Solution for HR and Finance Processes



**QUALITY COUNCIL OF INDIA**

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## Introduction

### Quality Council of India (QCI):

The Quality Council of India (QCI) is a pioneering experiment of the Government of India in setting up organizations in partnership with the Indian industry. The aim of QCI is to lead nationwide quality movement in India by involving all stakeholders for emphasis on adherence to quality standards in all spheres of activities primarily for promoting and protecting interests of the nation and its citizens.

To achieve this, QCI is playing a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India

Quality Council of India is an autonomous organization under the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Govt. of India. It functions through its five constituent Boards and Project Implementation Divisions to establish National Accreditation Programmes and Third-Party Assessment models with an aim to improve the quality ecosystem of the nation.

## About PPID

The Project Planning & Implementation Division (PPID) works with various ministries in the government both at center and state level. The PPID aims to help the ministries and departments in strategic, policy implementation and policy evaluation initiatives. This young division of QCI manages project management units for some key initiatives of the government, undertakes strategic research for various ministries to help in formulation of policies and also helps in on-ground implementation of key government schemes. The division consists of a team of young professionals and some senior professionals who continue to provide every possible assistance to the government in its various initiatives.

To maintain continued fast pace development of the PPID, a need has been felt for establishing more structured, sustainable, robust and scalable systems in place.

More details about the functions, structure and operations of QCI are available on the QCI website [www.qcin.org](http://www.qcin.org)

## Request for Proposal

Quality Council of India invites applications from eligible and reputed Firms for providing consulting services on the automation initiatives proposed to be undertaken by the organization.

Applicant Firms may note the following:

- a) This Request for Proposals would not be binding on QCI in any form.

- b) Bidders are advised to study all instructions, forms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- c) The bidder may, at their discretion, submit their suggestions on the objectives and scope of the work or service, timelines projected in the enquiry along with their interest. Suggestions and inputs so received in the RFP may not form part of evaluation and shortlisting criteria. However, QCI reserves the right to accept/ reject any or all suggestions/ inputs. The bidders/ shortlisted bidders shall have no right or claim in this regard.
- d) This shall in no way guarantee allotment of work to the shortlisted Firms. QCI reserves the right to adopt measures deemed fit for allotment of work as and when deemed fit.
- e) The Applicants must submit their applications in accordance with the requirements contained in this RFP document.
- f) This RFP does not bind QCI to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this RFP.
- g) QCI reserves the right to update, amend and supplement the information in this document including qualification process before the last date and time of submission of applications.

### Application Submission:

S.No.	Information	Details
1.	Addressee and the address at which the application is to be submitted	Sh. F.C. Srivastava Assistant Director, Accounts & Administration Quality Council of India 2 <sup>nd</sup> Floor, Institution of Engineers, New Delhi-110002
2.	Date of issue of this Request for Proposal	June 20, 2019
3.	Last date and time for submission of Applications	July 19, 2019, 5 PM.
4.	Validity of the Application	60 days from the last date of application
5.	Contact Person for clarification	Ms. Kanika Sethi <a href="mailto:kanika.sethi@qcin.org">kanika.sethi@qcin.org</a>

### Objective:

QCI through this initiative of systems transformation and automation aims to streamline and automate its core support functions of Human Resource Management and Finance/Accounts Management. The processes currently are largely dependent on manual interventions and paper-based systems, which puts constraints on timely and accurate processing. It is with this view and strong desire to provide efficient, effective and speedy services that QCI has embarked on this IT enablement initiative.

The broad objectives are as below:

1. **Enhanced Service Delivery:** Provide online and technology-based services to all stakeholders with speed and compliance with relevant Government rules, regulations and procedures.
2. **Speedy Processing:** Efficient technology automation of processes, verification, approval, and HR & Admin support functions to speed up the manual time-consuming processing ensuring greater accuracy and efficiency.
3. **Greater coordination** through cross functional integration and cross entity interfacing. Create a central, secure electronic repository of all records and enable an integrated work flow across functions of different boards and divisions.
4. **Ease of Data access:** With a digitized environment and an automated workflow it shall be very easy to access data by all the stakeholders.
5. **Automatic generation of Management Information System (MIS) Reports:** The statistics and the data critical to QCI for their internal process improvements, audits and forecasts would be available through automated periodical/and potentially on-demand reports containing the required information in a structured way.
6. **Unique Source of data retrieval and surveillance:** Presence of a central repository will ensure single point of entry of data which can be used for analysis and surveillance.

### Scope of Work:

QCI intends to engage a competent Consultancy Firm capable of providing end to end consulting services in this QCI systems implementation and automation initiative in the HR and Finance domain. The tasks assigned to the consulting agency shall be as below:

#### **Task 1: Feasibility Study and Preparation of Functional Specification Requirements**

1. To carry out detailed study of the existing (as-is) processes for identifying functional areas of HR and Finance across the constituent Boards and Divisions (offices located across Delhi and Gurugram).
2. Understand and identify best practices/processes to be integrated with the existing systems in compliance with the relevant Government rules and procedures (relating to HR, Administration and Finance in similar government/quasi-government organisations; basic understanding of such rules is preferred) to make them holistic and long term in nature and to document to To-Be processes. The To-Be (finally defined and agreed) processes must address all bottlenecks, duplications and gaps for effective automation to lead to a streamlined processing system in the organisation.
3. Create Functional Requirement Specification (FRS) detailing the requirement of the proposed product including the technical infrastructure, wireframes, user-interface and other technical aspects that will form an input to the scope of services of the System Integrator or other service providers involved in the process.
4. To establish the program management framework, define process and information flows and manage the necessary internal and external coordination and reporting activities required for achieving the objectives of the activity.

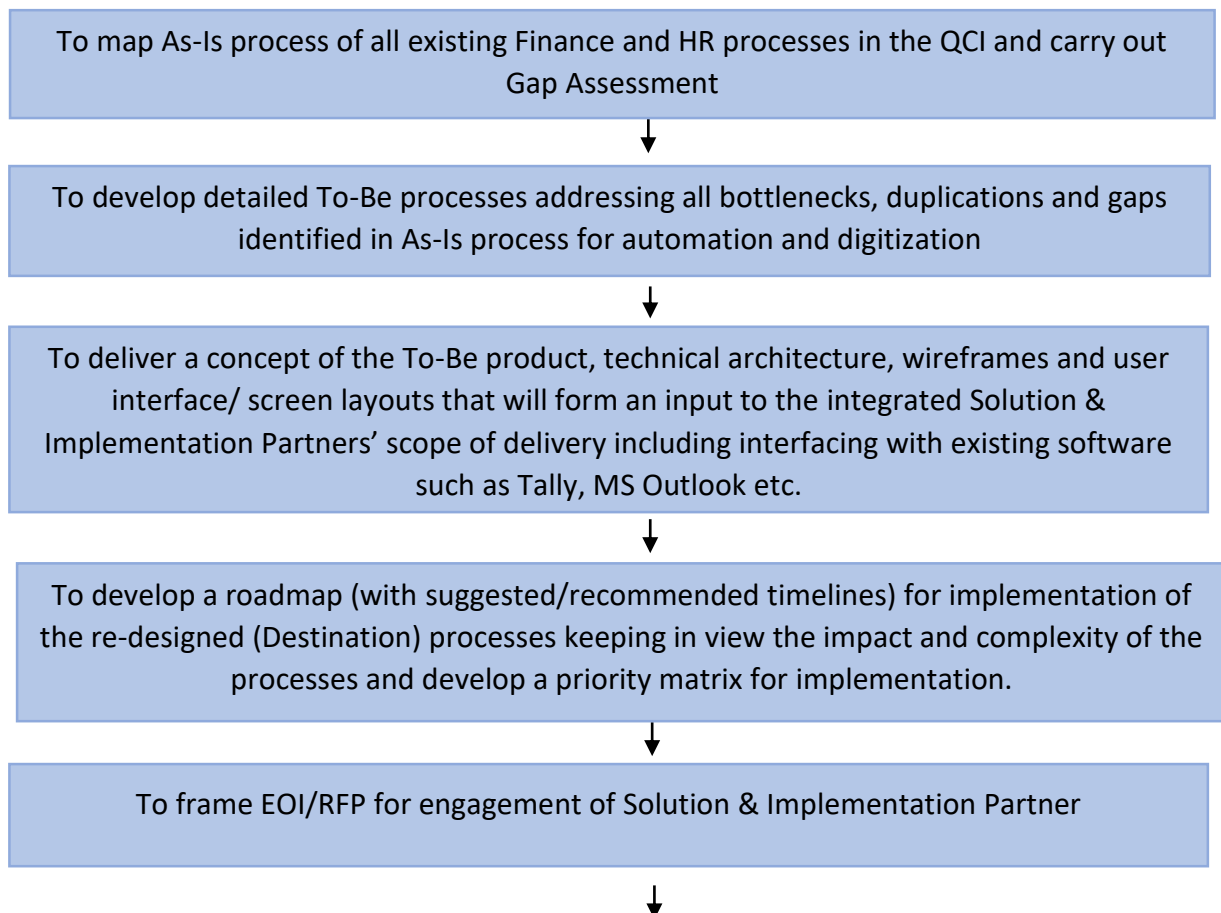
## **Task 2: Preparation of RFP and selection of a System Implementing Agency**

1. The consulting agency shall be responsible for preparation of the RFP after the above discussed study, Bid Management, Bid Evaluation, selection of the System implementation/Integrator/Development Agency and other ancillary processes in compliance with the established rules and procedures at QCI.
2. To develop a roadmap (with timelines) for implementation of the re-designed processes keeping in view the impact and complexity of the processes and develop a priority matrix for implementation.

## **Task 3: Change Management**

1. Identify and document the changes required in the existing processes in terms of systems, procedures, formats, rules, policies, training needs, delegation of power and other soft issues etc., for faster and better implementation.
2. The consultants are expected to prepare the requisite framework for short-listing critical processes that need to be defined and updated in implementing the new systems and also spread awareness on the same.
3. Project Planning including developing timelines, resource allocation and monitoring.

## **Proposed Work Flow**



**To recommend a clearly defined Bid Management DOCUMENT AND PROCESS for identification/selection of Solution & Implementation Partner**

While the above-mentioned activities are to give a fair idea on the nature and type of projects, there may be any additional activities of similar nature, which the shortlisted firms/companies would be required to undertake, based on the requirements from time to time.

The quality of the services is extremely critical and as part of their proposal, the bidder/proposer should demonstrate core competencies/strengths on the above key aspects including adherence to quality and timely execution.

**Timelines:** QCI expects the selected bidders to complete the project as per the timelines given below:

1. Understanding of the organisation structure and Study of the systems- Within 20 calendar days of award of contract
2. Designing of the proposed systems, the RFP and other ancillary documents for selection of implementation partner -Within 50 calendar days of the award of contract
3. Assisting till the final selection of the implementation partner- Within 3 months of award of contract

### Pre-qualification Criteria

Bidders are expected to meet the following prequalification criteria. Application failing to either meet these criteria or not furnishing the requisite supporting documents/documentary evidence is liable to be summarily rejected. QCI shall evaluate the prequalification proposal with reference to the information and supporting documents furnished.

S. No	Eligibility Criteria*	Supporting Document Required	Yes / No and Deviation, if any
1	The applicant shall be a single entity, registered as a Company under the Companies Act 2013 or Companies Act, 1956 or any other previous companies act, Partnership Firm registered under the Indian Partnership Act, 1932, LLP registered under the Limited Liability Partnership Act, 2008 or a Society registered under the Societies Registration Act, 1860 & Should have been in existence in India for the last five years.	Certificate of Registration/Incorporation under the respective Acts in India and the respective Memorandum of Association/Partnership Deed.	

2	The agency must be registered in India with appropriate tax and other administrative authorities.	GST Registration Certificate PAN Card	
3	The organization should have had a business turnover of at least Rs. 10 Crores in each of the previous three financial years from IT consulting or IT consulting and other IT Business services	Audited Financial Statements for last three years and Certificate from the Statutory Auditor certifying the Turnover for previous three financial years from Consulting Business	
4	The applicant must have successfully completed at least 5 similar projects of end to end consulting on SYSTEMS implementation in the services industry.	Sanction Order and Completion Certificate for the same.  The Applicant Firm must furnish documentary evidence of the projects successfully delivered for clients involved in project management activities, if any.	
5	Past Experience of working on projects with the government, PSU's, autonomous bodies, statutory bodies is mandatory.  e-Governance Projects done in full/part with Central/State Government/PSU's/ autonomous organizations shall be given preference.	Sanction Order and Completion Certificate for the same.	
6	The applicant must have at least 10 full-time skilled manpower/consultants (including IT Infrastructure Expert, Solution Architect/Designer, Technical Expert, Domain Experts from the HR and Finance domains etc.) specializing in executing the various activities in the defined scope of work.	Certificate from the HR/Head of the Firm and Resume of 5 Key resources (including the Resume of the Team Leader) with the relevant expertise	
7	The applicant should furnish an undertaking to the effect that the firm has not been blacklisted/debarred on working with any Government organization/PSU/statutory or autonomous organizations in India.	Letter of undertaking from the authorities	



\*Exceptions shall be made for Startups recognized by the DPITT under the Startup India Action Plan under the experience and turnover criteria.

## Prebid Meeting

1. Pre-Bid Conference of the Bidders shall be convened at the designated date, time and place. Only those persons who have shown interest in the RFP document shall be allowed to participate in the Pre-Bid Conference. A maximum of two representatives of each Bidder shall be allowed to participate on production of authority letter from the Bidder.
2. During the course of Pre-Bid Conference, the Bidders will be free to seek clarifications and make suggestions for consideration of the Authority. The Authority shall endeavor to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive Bidding Process.
3. The schedule of the overall process of seeking pre-bid clarification will be as below:

S.No.	Particulars	Dates
1	Release of RFP	20 <sup>th</sup> June 2019
2	Pre-Bid Meeting	28 <sup>th</sup> June 2019
3	Last date of submission of queries by bidders	Till 5.00 PM on 3 <sup>rd</sup> July 2019
4	Last date of response to queries received	10 <sup>th</sup> July, 2019
5	Start Date of submission of response to RFP	20 <sup>th</sup> June 2019
6	Last date for submission of response to RFP	Till 5.30 PM on 19 <sup>th</sup> July 2019
7	Contact person with details	Mr. Dharitreesh Tripathi <a href="mailto:dharetreesh@qcin.org">dharetreesh@qcin.org</a> Ms. Kanika Sethi <a href="mailto:Kanika.sethi@qcin.org">Kanika.sethi@qcin.org</a>

#### 4. Prebid Queries Format

S.No.	Company Name	RFP Page no.	RFP Clause No.	Sub Section	Existing Clause	Suggested Clause	Justification	Response

5. The notice for the schedule and venue of the pre-bid meeting shall be posted on the QCI website by 25<sup>th</sup> June, 2019.
6. The prospective applicants must submit their queries in the format given above in a sealed envelope to QCI Head Office before the last date of submission of queries mentioned above. The applicant must mention proper contact details for the receipt of response/clarification on the queries submitted.

## Other Terms and Conditions:

1. **Last date of submission:** last date of receipt of sealed applications is July 19, 2019 upto 5 PM IST. No application shall be entertained after the expiry of the due date and time.

2. **Superscription:** The envelope containing the application must be sealed properly and must be superscribed as “**Application for Engagement of Consultancy Firm for providing consulting services on implementation of an integrated IT solution**”.
3. **Validity of the Bids:** The applications submitted shall be valid for a period of 60 days subject to increase in the period by mutual consent.
4. **Authorized Signatory:** The application must be signed by the authorized signatory and their contact details must be mentioned on the cover page of the application.
5. **Applications sent by post/courier:** The applications may be sent by post/courier to reach before the scheduled date and time as indicated above.
6. **Evaluation of Proposals:** QCI may call the successfully qualified applicants for a technical round of presentation depending upon the completeness of the information provided in the RFP. The suitability of the firms will be ascertained based on their experience, background and quality of past work for further award of work on Quality Cost based System (QCBS) with 75% weightage assigned to the Technical scores and 25% weightage assigned to the Financial scores. The evaluation shall be done considering the following parameters:
  - i. Project Plan and Methodology- 20 Marks
    - a) Understanding
    - b) Methodology
    - c) Timelines
    - d) Manpower
  - ii. Experience in Systems re-designing and Integration/Business Process re-engineering- 10 Marks
  - iii. Experience in RFP Creation- 5 Marks
  - iv. Prior case studies of consulting and leading deployment of comparable scale- 15 marks
  - v. Understanding and experience of the systems in the Services Industry/Project based units- 10 marks
  - vi. Diversification in the products/solutions implemented/recommended- 10 marks
  - vii. Quality and availability of Manpower-10 marks
  - viii. The bidder has previously worked with QCI, Central/State Govt/Other autonomous bodies on relevant projects- 5 marks
  - ix. Innovation and concepts-5 marks
  - x. Project Management, Implementation, change communication and training capabilities- 10 marks
7. **Intellectual Property Rights:** All intellectual property rights developed as a consequence of any allotment of work to the vendors shall be the sole property of QCI and shall be governed by the provisions of the agreement/work order issued thereto.
8. **Blacklisting/debarring:** QCI reserves the right to cancel the empanelment letter issued and debar the firm if it is discovered that the firm had produced any false information,

on continued delivery of unsatisfactory services, insolvency of the company or any other ethical ground as deemed fit by giving a 7 days prior written notice.

9. **Right to Terminate the Process:** QCI may terminate the RFP process at any time and without assigning any reason. QCI makes no commitments, express or implied, that this process will result in a business transaction with anyone.
10. **Consortiums:** Consortium/Joint-Venture/ Sub-contracting shall not be permitted for this engagement of Consulting Agency for the project.
11. **Conflict of Interest:** The agency shall not be a re-seller or implementation partner of one particular Product OEM. Any such association with one or multiple OEM's must be declared in the proposal at the RFP stage. Any such conflict of interest or attempt by the agency to endorse/attempt to resell/ favor in the evaluation process shall be taken up for serious action including termination of contract.
12. The applicant is required to visit the Tenders Section of QCI website for any changes or amendments in the RFE before submitting their applications for any updates, amendments, corrigendum, addendums etc.

## Presentation

As a part of Evaluation of proposals submitted by the applicants, QCI shall seek further information or a presentation from the Organizations for evaluation purposes. QCI may call for such information/presentation at a short notice.

## Rejection of Application

The application is liable to be rejected if:

- a) Not in prescribed forms and not containing all required details.
- b) Not properly sealed and signed as per requirements.
- c) Received after the expiry of due date and time.
- d) Missing of any supporting document(s) with the Proposal

## Documents required:

The proposal should contain the following information:

- a) The Supporting documents mentioned above in the pre-qualification section along with the annexures to this document.
- b) Organization Profile
- c) Proposed project plan with timelines for completion
- d) Any other details that the bidder may like to provide.

## Financial Bid

The proposal must contain the fee chargeable for the assignment by the applicant consultancy firm. The financial bid must be specified in INR along with the applicable taxes. Any break-up must be specified clearly.

The financial bid must be separately sealed in a separate envelope.

## Disclaimer

- a. The QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
- b. The QCI reserves the right
  - To reject any/all applications without assigning any reasons thereof.
  - To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the QCI without assigning any reasons thereof.
  - To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

## Submission Details

Interested parties may send their applications along with the profile and other details (Separately sealed technical and financial Bid ) inside a sealed envelope super-scribing **“Application for Engagement of Consultancy Firms for providing consulting services for implementation of an integrated IT Solution”** to Assistant Director (Accounts), Quality Council of India, Institution of Engineers Building, 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi 110002 latest by July 19, 2019, 5PM.

For any further queries, you may please contact the below mentioned person:

Ms. Kanika Sethi: [kanika.sethi@qcin.org](mailto:kanika.sethi@qcin.org)

## Annexure-I

### Application

Date:

To,  
Assistant Director  
Accounts & Administration  
Quality Council of India  
2<sup>nd</sup> Floor, Institution of Engineers  
Bahadur Shah Zafar Marg  
New Delhi-110002

Subject: Application for Engagement as Consultants

Dear Sir,

Having examined the pre-qualification document indicating scope of works, I/We hereby submit our proposal together with all the necessary information and relevant documents for engaging us with QCI for the providing consultancy services for implementation of an integrated IT System in the Human Resource and Finance Processes of QCI.

The proposal is made by me/us on behalf of.....  
(Company/Firm/Association of individuals) in the capacity of ..... duly authorized to submit the proposal.

I/We understand that QCI reserves the right to reject any proposal without assigning any reasons thereof. I/We undertake that all the information furnished by me/us in the proposal is true to the best of me/our knowledge and belief. If any of the information is found to be false on subsequent verification, I/We undertake that I/We may be excluded from the list of shortlisted Firms.

AUTHORISED SIGNATORY  
(Name and Designation)

Name of Firm:

Address:

e-mail id:

Contact details:

## Annexure-II

### Company Profile:

1	Name of the Applicant Firm	
2	Ownership (Government/ PSU/ Private)	
3	Type of Organization: Partnership firm/ Public Limited Company/ Pvt. Limited Company/ Limited Liability Partnership/Society/Others (please specify and attach proof)	
4	(i) PAN Number (ii) GST Number	
5	Name and Designation of Key Management Person(s)	
6	Date & Year of establishment of firm	
7	Number of years of experience in Consultancy Services	
8	Number of Permanent Employees	
9	Number of Permanent Employees for Consultancy Services	
10	Areas of Consultancy	
11	Core Competency	
12	Any other important information about the organization	
13	Details of the three similar assignments with client details and value of the project	

### Financial Information

Details	Financial year 2016-17	Financial year 2017-18	Financial year 2018-19
Revenue (in INR crores)			
Profit before tax (in INR crores)			
Revenue from IT services and system integration services (in INR crores)			
Other relevant information			
Mandatory supporting documents	<ul style="list-style-type: none"> <li>• Auditor certified financial statements for the last three financial years (Please include only the sections on P&amp;L, revenue and the assets, not statements.</li> <li>• Unaudited financial statements certified by the company auditor for the current financial year</li> <li>• Certification by the company auditors supporting the revenue break-up for IT Services and system integration services</li> </ul>		

**Signature with Seal**