

Empanelment of Consultancy Firms

(PCMM)



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. 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

Invitation for Empanelment

Quality Council of India invites applications from eligible and reputed Consultancy Firms for empanelment through this Request for Empanelment (RFE).

Applicant Firms may note the following:

- a) This request for empanelment is not a request for proposal (RFP) in any form and would not be binding on QCI in any form.
- b) Empanelment 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.
- c) The Applicants must submit their applications in accordance with the requirements contained in this RFE.
- d) 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 nd Floor, Institution of Engineers, New Delhi-110002
2.	Date of issue of this Request for Empanelment (RFE)	December 11, 2018
3.	Last date and time for submission of Applications	5 PM, December 27, 2018
4.	Duration of Empanelment	1 Year (Extendable upto 3 years)
5.	Validity of the Application	180 days
6.	Contact Person for clarification	Ms. Kanika Sethi, kanika.sethi@qcin.org

Introduction to People Capability Maturity Model:

Organizations have attempted to apply many different techniques in their efforts to move towards strategic human capital management. They combine downsizing with restructuring, apply reengineering or process improvement, improve information sharing, clearly communicate the organization's mission, institute employee involvement programs, establish formal complaint resolution procedures, institute gain-sharing or other incentive plans, emphasize the importance of training the workforce, formalize performance management and feedback processes, perform job or work analysis and design, support job rotation, begin to establish team-based work designs, retrain employees to meet changing demands, provide flexible work arrangements, address diversity issues, conduct formal mentoring programs, and align business and human resources strategies. What many organizations lack is a framework for implementing these advanced practices.

People Capability Maturity Model® Framework The People Capability Maturity Model® (People CMM®) is a tool that helps you successfully address the critical people issues in organizations. The People CMM employs the process maturity framework of the highly successful Capability Maturity Model® as a foundation. Based on the best current practices in fields such as human resources, knowledge management, and organizational development, People CMM guides organizations in improving their processes for managing and developing their workforce.

The People CMM helps organizations;

- characterize the maturity of their employee practices,
- establish a program of continuous employee development,
- set priorities for improvement actions,
- integrate employee development with process improvement, and
- Establish a culture of excellence.

The People CMM consists of five maturity levels that establish successive foundations for continuously improving individual competencies, developing effective teams, motivating improved performance, and shaping the workforce the organization needs to accomplish its future business plans. Each maturity level is a well-defined evolutionary plateau that institutionalizes new capabilities for developing the organization's workforce.

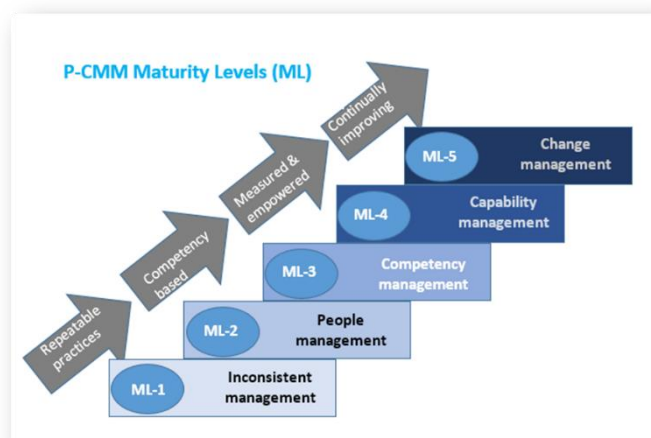


Figure 1: People CMM Maturity Levels

Scope of Work:

QCI intends to empanel competent Consultancy Firms capable of providing end to end consulting services to Public Sector Undertaking (PSUs) on People Capability Maturity Model (PCMM).

The scope of services would broadly include (but not limited to):

- a) Providing training on People Capability Maturity Model (PCMM).
- b) Conducting surveys in line with People Capability Maturity Model (PCMM).
- c) Assessment in line with People Capability Maturity Model (PCMM).
- d) Establish the level of PCMM at which organization is.

While the above-mentioned activities are to give an idea on the nature and type of projects, there can be any additional activities of similar nature, which the empanelled 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.

Duration of Empanelment:

The duration of empanelment through this RFE shall be for a period of one year. The period may be extended further in case of ongoing projects, good performance delivery and other reasons as deemed fit by QCI and on approval of the competent authority for a period upto three years.

Pre-qualification Criteria:

Bidders are expected to meet the following prequalification criteria. Bidders 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, Partnership Firm registered under the Indian Partnership Act, 1932, LLP registered under the Limited Liability Partnership Act, 2008 or a Society registered under the	Certificate of Registration/Incorporation under the respective Acts in India and the respective Memorandum of Association/Partnership Deed.	

	Societies Registration Act, 1860 & Should have been in existence in India for the last five years.		
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. 30 lakhs in each of the previous three financial years from Consulting Business	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 2 projects in any of the areas mentioned above in the scope of work.	Sanction Order and Completion Certificate for the same	
5	Past Experience of working on projects pertaining to Quality Systems and Maturity Model implementation with government, PSU's, autonomous bodies, statutory bodies is preferred. (Note: Proven experience of having successfully executed projects of QCI shall be preferred.)	Sanction Order and Completion Certificate for the same.	
6	The applicant must have at least 3 Full time skilled manpower/consultants specializing in executing the various activities in the defined scope of work. The applicant must have 2 Lead Assessor on PCMM with domain expertise in HRM, out of which 1 should be Full Time & 1 should be empaneled.	Certificate from the HR/Head of the Firm and resumes of 3 Key resources with the relevant expertise	
7	The Applicant Firm must have completed two major projects of value not less than 5 lakhs in any of the work cited in the scope of work above in last five financial years	Copies of the Work Order and completion Certificate for the projects cited	
8	The applicant should furnish an undertaking to the effect that the firm has not been black listed in India.	Letter of undertaking	
9	Organizations having office in Delhi/NCR shall be preferred.	Provide a copy of the address proof	

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

Other Terms and Conditions:

- **Last date of submission:**last date of receipt of sealed applications is December 27, 2018 upto 5 PM. No application shall be entertained after the expiry of the due date and time.
- **Superscription:** The envelope containing the application must be sealed properly and must be super scribed as “**Application for Empanelment of Consultancy Firms for PCMM**”.
- **Validity of the Bids:** The applications submitted shall be valid for a period of 180 days subject to increase in the period by mutual consent.
- **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.
- **Applications sent by post/courier:** The applications may be sent by post/courier to reach before the scheduled date and time as indicated above.
- **Empanelment Letter:** QCI shall issue an empanelment letter to the successfully qualified Applicants depending upon their area of participation among the ones mentioned in the scope of work. The suitability of the firms will be ascertained based on their experience, background and quality of past work for empanelment only.

The empanelment letter shall not confer any right to engagement.

The vendor or its associates/companies who are empanelled with QCI as a result of this empanelment process are not allowed to use the name of QCI, its logo, service marks or any document for any purpose without the prior written approval of QCI.

- QCI will empanel the successful applicant whose proposal has been determined to be substantially responsive as per the process outlined for the same. Applicants are required to demonstrate their expertise through their application and subsequent presentation (if any).
- **Intellectual Property Rights:** All intellectual property rights developed as a consequence of any allotment of work to the subsequent empanelled vendors shall be the sole property of QCI and shall be governed by the provisions of the agreement/work order issued thereto.
- **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.
- **Allocation of work post empanelment:**The allocation of work post empanelment among all the empanelled agencies will be made by floating limited tender enquiries/nomination basis as and when the requirements arise.

Presentation:

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

Amendment to RFE:

At any time prior to the last date for receipt of applications, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFE document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals,

QCI may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the RFE.

The applicant is required to visit the Tenders Section of QCI website for any changes or amendments in the RFE before submitting their Applications.

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 alongwith the annexures to this document.
- b) Organization Profile
- c) Any other details that the bidder may like to provide.

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 inside a sealed envelope super-scribing “**Application for Empanelment of Consultancy Firms for PCMM**” to Assistant Director(Accounts), Quality Council of India, Institution of Engineers Building, 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi 110002 latest by December 27, 2018, 5 PM.

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

Ms. Kanika Sethi: kanika.sethi@qcin.org

Annexure-1

Application

Date:

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

Subject: Empanelment as <mention the area(s) of consulting applying for>

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 empaneling us with QCI for the Professional Services for <area(s) of consulting applying for>

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 empaneled 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	

Signature with Seal