

**Reference No. QCI/PPID/0121/025**

**Request for Proposal  
for  
Development and Maintenance of  
MSME Sustainable ZED Certification Scheme  
IT System (Web and Mobile Application)**



Quality Council of India (QCI),  
Institution of Engineers Building,  
2<sup>nd</sup> Floor, 2, Bahadur Shah Zafar Marg,  
New Delhi-110002

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## Tender Notice

1. Quality Council of India invites proposals for “**Development and Maintenance of MSME Sustainable ZED Certification Scheme IT System (Web and Mobile Application)**”
2. The content of this RFP enlists the requirements of the Quality Council of India and the Principal Authority of QCI: ZED Division. It includes the Bidding Terms which details out all that may be needed by the potential bidders to understand the financial terms and bidding process and explain the contractual terms that the Quality Council of India and the principal authority: ZED Division wish to specify at this stage.
3. After the submission of the Technical and Commercial Bids according to the instructions provided in the sections below, the bids will be evaluated through a two-stage process.
4. The Documents to be submitted:

|        |   |
|--------|---|
| Form 1 | Covering letter with the Proposal in response to RFP Notice |
| Form 2 | Relevant Project Experience                                 |
| Form 3 | Resource Profiles   |
| Form 4 | Details of the responding organization                      |

5. The Technical Bid may be submitted at the following address on or before 1<sup>st</sup> February, 2021 by 5 pm via post to:  
Deputy Director (Accounts), Quality Council of India (QCI)  
Institution of Engineers Building, 2<sup>nd</sup> Floor, 2, Bahadur Shah Zafar Marg,  
New Delhi-110002, India.

## Tender Summary

| #  | Item                           | Details  |
|----|--------------------------------|--|
| 1  | Project Scope                  | <ul style="list-style-type: none"> <li>Development and Maintenance of MSME Sustainable ZED Certification Scheme IT System</li> </ul>   |
| 2  | Time for Completion            | <ul style="list-style-type: none"> <li>Final Roll out: 60 days from contract signing date</li> <li>Technical &amp; Maintenance Phase: 06 Months from final roll out</li> </ul>   |
| 3  | Bid Selection                  | Quality & Cost Based Selection (QCBS)  |
| 4  | Payment                        | <p><b>Advance Payment:</b> 20% of project value</p> <p><b>Performance Based:</b> 60% of project value (to be divided into three performance based milestones of 20% each; milestones to be defined by technical team.</p> <p><b>Retention Amount:</b> 20% for one quarter of going live; to be released on satisfactory QCI sign-off</p> |
| 5  | Earnest Money Deposit          | Rs. 1 Lakh 40 Thousand INR   |
| 6  | Performance Bank Guarantee     | 5% of the contract value   |
| 7  | Last Date of Submission Of Bid | 03 <sup>rd</sup> February 2021 by 5 PM   |
| 8  | Estimated Budge                | Rs. 70 Lakhs INR   |
| 9  | Presentation Round             | To be notified on QCI Website  |
| 10 | Tender Advertisement Date      | Tuesday, 19 <sup>th</sup> January, 2021  |

## **1. INTRODUCTION**

### **1.1. 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 mandate 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.

### **1.2. ZED Division**

The ZED Division leads various projects of National importance with a focus on 'Atmanirbhar Bharat'. The division is involved in flagship programmes of Ministry of Micro, Small & Medium Enterprises, Ministry of Tourism, Ministry of Defence, Ministry of Housing & Urban Affairs and others.

## **2. Scope of Work and Deliverables for the Vendor**

### **2.1. Problem Statement**

Development and Maintenance of MSME Sustainable ZED Certification Scheme IT System (Web and Mobile Application) for capturing the registration and payment details of MSMEs for desktop verification, site assessment and handholding along with awareness & training modules and dashboard.

### **2.2. Purpose**

As the MSMEs are amongst the strongest drivers of economic development, innovation and employment, it becomes imperative to strengthen their ecosystem. The Government of India envisioned Zero Defect & Zero Effect initiative to enhance MSME competitiveness and transform them as National and International Champions.

Through the journey of this Scheme, MSMEs can reduce wastages substantially, increase productivity, enhance environmental consciousness, save energy, optimally use natural resources, expand their markets, etc. MSMEs will also be motivated to adopt best practices in work culture, standardization of products, processes and systems etc. in order to enhance their global competitiveness and sustainability. The scheme aims at enhancing the competitiveness of an MSME by assessment, modification through guidance, handholding, managerial and technological intervention – not just certification.

After taking ZED PLEDGE, the MSME can apply for any of the following Certification Levels if it feels that it can fulfil the requirements mentioned in each level:

- Certification Level 1: BRONZE
- Certification Level 2: SILVER
- Certification Level 3: GOLD

It is envisaged that the entire system will be end to end digitized with Web and Mobile Applications with relevant dashboards.

## 2.3. Scope of Work

The proposed scope of work performed under this contract includes the following elements in ZED:

### 2.3.1 Technical Specifications

- Revamp of existing website aligned with new ZED Operational guidelines
- Web Application and Mobile Application for capturing the registration details of MSMEs
- Web Application and Mobile Application will have integrated UAM & Udyam API integrated
- Web Application and Mobile Application will have Pledge, Undertaking Module and payment gateway integration for collecting assessment fee
- Mobile Application for applicant units to capture the geotagged, timestamped photos against each evaluation parameter/requirement including their remarks and Non-conformance closure
- Web Application to include module for Assessment Bodies to manage their assessors, distribute workload to different assessors, publish the status of application and adherence to timelines
- **Desktop Verification and Assessment & Certification modules**
  - a. Desktop Verification (Evidence, Respective Standardization / Quality Certificates validation) Module
  - b. Certification/Inspection/Other Bodies empanelment Module (as applicable)
  - c. Remote/Onsite assessment module
  - d. Mobile Apps for Remote/Onsite assessment for ZED Certified Assessors to capture the geotagged, timestamped photos against each evaluation parameter including their remarks
  - e. Web application for ZED Certified Assessors to close Non-conformances
  - f. Monitoring Module
  - g. ZED Certificate Generation Module
  - h. Dashboard for identified stakeholders
- **Module for Consultancy, Gap Analysis, Handholding**
  - a. Web Application to include module for ZED Certified Consultants empanelment, mapping and allocation to MSMEs
  - b. Mobile Application for ZED Certified Consultants
  - c. Gap Analysis & Handholding monitoring module
  - d. Dashboard for identified stakeholders

- **Awareness & Training programs**
  - a. Development of framework for Awareness & Training Programs
  - b. Revamp of existing Awareness & Training programs module
  - c. Virtual Platform for execution of Awareness & Training programs
  - d. Dashboard for identified stakeholders
- **Other Modules**
  - a. Surveillance Assessment module
  - b. ZED Certificate Renewal module
  - c. DBT Bharat Portal integration
  - d. Modules for overall monitoring
  - e. Grievance Module
- **Hosting & Maintenance support of:**
  - a. Website
  - b. Awareness & Training program web module & mobile app
  - c. Assessment/Certification/ Standardization and Verification module
  - d. Consultancy/Handholding module
  - e. DBT Bharat Portal integration module
  - f. Modules for overall monitoring
  - g. Grievance Module
  - h. Existing and new e-learning modules
- Implementation of version control for the source code (eg. Git hub repository)
- Regular testing sessions at both vendor end as well as ZED end followed by resolution of all the bugs found or reported on online system
- Prompt response to any issue or error raised by ZED and resolving it in a given time depending on the severity and priority of the issue/error.

### 2.3.2 Design Specifications

- Vendor will recommend and shall be proficient at configuring the hosting cloud services platform (Amazon/Azure/etc) with recommending detailed cost required for this implementation. The Vendor will have to provide detailed technical architecture and the justification for the recommendation along with Technical proposal.
- Vendor will recommend SMS gateway and mail server for sending alerts and notifications for all stakeholders as a part of notifications module.
- The hosting cloud services platform should be sized to meet a volume of around 1,00,000 MSMEs, with scalability to go upto 100,00,000 MSMEs. QCI expects that the Vendor may initially configure the hosting to cater to 100,000 MSMEs. QCI would purchase the additional hosting that shall be required to be incorporated after every 100,000 MSMEs have been registered on the platform or the best prevailing package in the Cloud system.
- It is expected that number of **concurrent users** would be 1000 initially with 20% increase every 6 months. The hardware should be scalable, high performance with built-in redundancy and appropriately sized to meet the QCI's requirements. The Vendor should size the server capacity using multiple servers for Application, Web and Database with redundancy to handle load requirements at peak usage. The Vendor should size the server's requirements in such a way that no performance / latency issue arises.



- The Data Centre / Cloud Service on which the IT Application is hosted should have servers located in India.
- At the discretion of QCI, the IT Application including Mobile Application could be hosted at a different Data Centre of the QCI's choice or on the Cloud. In such a case the Vendor would be given three months' notice and would need to migrate the application to the new Data Centre.
- Disaster Recovery (DR) should be available as part of the solution recommended so that in case of switch over, the complete solution should work seamlessly. However any cost for the Hardware or Cloud Hosting will be paid by QCI directly to the vendor provided its part of the initial costing recommended by the Vendor.
- The Vendor is expected to define the wireframes for the entire IT Application including the Mobile Application in the technical bid.
- Required 3<sup>rd</sup> Party elements (like SMS gateway, Disaster Recovery, Cloud service, Security Audit, Performance testing, etc.) for the solution will be recommended by Vendor as part of the technical proposal, However the payment will be done directly by QCI to the selected vendor and QCI reserves the right for final negotiations with the vendors.
- QCI has the option to avail the services of the selected Vendor for carrying out any extension or changes in scope of work as using change control procedures, as a part of the Project. The selected Vendor will estimate the efforts for such changes with an overall capping **of 50%** of the cost of the IT Application including Mobile Application Development. All such additional work will be initiated using the change control procedures.
- Selected Vendor will provide user manual for the IT Application including Mobile Application, including manuals for operation, maintenance instruction etc. Selected Vendor is required to submit complete technical documentation, brochures, user manuals etc. The documentation should include details regarding application architecture, database, network infrastructure requirements, back-up and Disaster Recovery (DR) plan. All the manuals shall be in English and the documentations should be clearly indicative of the overall solution with architecture diagram. The solution should be designed with redundancy to ensure nil impact by failure of one or more components / servers or software. The successful Vendor has to provide support for troubleshooting and enhancements in the services during the Contract period. The solution should be reliable, scalable, robust and readily deployable with minimum customization in compliance to all security features. The selected Vendor should have carried out Information Security and usability audit of the solution interface.
- The Mobile Application should be designed to run on **Android and iOS platform**. The application should be designed to run on the latest versions of the mobile platforms with backward compatibility.
- The Web Application should be compatible with the latest version of all popular browsers viz. Microsoft Edge, Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, Safari, etc. Backward compatibility has also to be ensured. It must still be operational if it is opened in a Web browser that does not support JavaScript or Flash.
- The portal must be built in accordance to the Web Content Accessibility Guidelines 2.0, provided by the W3C.
- The portal must not require users to download any additional components, such as ActiveX controls.
- The portal pages must be consistent in terms of design and specifications. Pages must adhere to a common navigation scheme.

- The portal must follow an intuitive design for stakeholders based on proven technologies.
- The portal must be visually appealing, with the mix of text and graphics.
- The layout should use consistent colour, graphics, and font.
- Each section of the site must have a common look and feel.
- The portal should be easy to navigate. Information should be grouped and presented in a logical manner.
- There shall be a requirement for integration of the IT Application including Mobile Application with the MIS systems, such as other MSME portals of the respective Schemes. The integration may be achieved through development of Application Peripheral Interface (APIs) and web services. A standard set of APIs may be developed for integration with the Schemes.
- Report generation should also be facilitated in PDF/ MS office formats or any other format as desired.

## 2.4. Key Features

Some other key features expected are presented below as guidance to the Vendors:

- i. **Grading Analytics:** All the inspected MSMEs shall be graded as per the Grading Metrics provided by QCI, IT Application shall have the ability to generate instant reports for each MSME based on the Grading Metrics once the final input parameters are entered.
- ii. The IT Application shall have the ability to send alert messages/notification to the stakeholders regarding monthly scores / grade in following ways:
  - a. SMS on the registered mobile of the MSME.
  - b. Application based notification/alert on user mobile phone
  - c. Email on registered email IDs of the MSME
- iii. The mobile application should work in online connected and offline mode as well. The mobile application should be able to store data on the local memory in the absence of the internet connection and sync the data when internet is available.
- iv. The IT Application including Mobile Application (front end and infrastructure) should, at a minimum, offer a secure mode of identifying an authorized user, ability to upload evidences in various formats (textual, pictures, pdfs), ability to store good resolution photos etc.
- v. The IT Application including Mobile Application should be such that it is able to tag all evidences with date/timestamp, identity of person uploading and GPS coordinates of the location of information capture.
- vi. **Integration and Interoperability Testing**  
 The application must be tested to ensure the complete integration and interoperability of all its components and its integration and interoperability with the various MIS systems. After the Integration and Interoperability testing, the selected Vendor will submit a report on the same that must, at the minimum, include the following:
  - a. Methodology and approach adopted
  - b. Configuration of the test setup, including the details of the components tested for integration and interoperability
  - c. Any limitations or recommendations with respect to integration and interoperability.

## 2.5. Expected Services

The IT Agency (selected Vendor) will be required to offer following services:

- i. Design, develop and maintain the IT application
- ii. The Vendor is expected to maintain the hosting configuration for the IT Application including Mobile Application. Though the cost of Hosting will be directly borne by QCI.
- iii. If the Hardware/Cloud requirement suggested by the Vendor is found to be inadequate, the successful Vendor will, at its own expense has to upgrade, and any compensation to the Vendor will be at management discretion.
- iv. Desktop Assessment staff, site assessment bodies, assessors, consultants and other System Users have to be trained on the use of system.
  - a. Training could have multiple sessions/stages as per the need and requirement of the project/application.
  - b. Training methodology will be an interactive workshop or a web-ex session.
  - c. The Vendor shall provide a Presentation (PPT) and Video for usage of IT Application including Mobile Application (for stakeholders), the language of training material shall be in English.
  - d. The Vendor shall ensure that all the training documentation in softcopy is in place (user training, operation procedures, visual help-kit etc.).
  - e. QCI will be responsible for approving training and course content.
  - f. The Training programs will cover all the information and instruction necessary to permit System Users, to perform designated operational activities over the course of the contract.
  - g. The technical support shall be tasked with the responsibility for providing regular training to the System Users whenever required.
  - h. QCI expects the selected Vendor to engage a dedicated Project Manager for the duration of 6 months who shall be the single point of contact (SPOC) for QCI for all Development and Support requirements.
  - i. The Source Code, Object Code and Intellectual Property Rights (IPR) of the IT Application including Mobile Application shall reside with QCI. Furthermore, the Vendor shall allow QCI a perpetual usage and customization right on the supplied software.
  - j. QCI expects innovative technology-based solutions and does not prescribe a particular design. Vendors are encouraged to choose a solution meeting the requirements.

## 2.6. Technical Support

- i. The selected Vendor should provide Web admin screens to process and route requests for service and to assist Desktop Assessment Bodies, Site Assessment Bodies, Assessors, Consultants, ZED team and other users in answering questions and resolving problems. The selected Vendor should provide a centralized web-based login facility for reporting any problem faced during upload/download, registration, activation, usage and/or report generation by the users and stakeholders. The selected Vendor should provide a dashboard for uptime checking, registration, activation and usage

related reports. The dashboard should consist of reports, pictorial representation and other performance/transaction monitoring parameters.

- ii. The support will address all user level queries, fixing bugs, data backup and archiving, enhancements, changes to configurations, patch updates, upgrades, database administration, security etc. These services shall be accessed through a Project Manager who shall be the Single Point of Contact (SPOC) for QCI all Development and Support requirements. The Vendor is expected to provide following services and support:
  - a. Provide Technical Support for reporting stakeholder incidents/issues/problems
  - b. Provide necessary channels for reporting issues. The incident reporting channels could be the following:
    - Specific Email account
    - Online reporting through a web based form (Implementing a support tool to track and monitor query resolution within defined SLAs is a mandatory requirement).
  - c. Escalate the support queries, to the appropriate levels, if necessary as per the escalation matrix agreed between the Vendor and QCI. The escalation matrix shall be developed by the Vendor in discussion with QCI.
  - d. Coordinate with stakeholders for closure of tickets/support queries.
  - e. Creation of knowledge base on frequently asked questions to assist field user departments in resolving basic issues themselves.

iii. Service Level Agreements (SLAs) for Error Resolution:

| S. No. | Support category | Criteria   | Max response time | Max Resolution time | Penalties   |
|--------|------------------|--|-------------------|---------------------|---|
| a.     | Showstopper      | There is a problem with the system and hence is unable to be used for normal business activities   | 15 minutes        | 2 hours             | 1% of maintenance fee for each 6 hours delay beyond maximum resolution time and each hour delay beyond response time  |
| b.     | Critical         | There is a problem with part of the system, which impacts on normal business activity and decision making. No viable workaround is available | 1 hour            | 12 Hours            | 1% of maintenance fee for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time |
| c.     | High             | There is a problem with part of the system and efficiency of users is being impacted, but has a viable workaround.                           | 2 hours           | 1 Day               | 1% of maintenance fee for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time |

|    |          |  |         |        |   |
|----|----------|--|---------|--------|---|
| d. | Low      | A low impact problem that may affect the process or efficiency of users but has a simple workaround.               | 6 hours | 4 days | 1% of maintenance fee for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time |
| e. | Cosmetic | A fault, which may be more of cosmetic in nature, like spelling mistake, rearranging of field, colour change, etc. | 8 hours | 6 days | 1% of maintenance fee for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time |

## 2.7. Deliverables and Timelines

The table below indicates the reporting requirements and time schedule. The organization is required to submit the following Evaluation Reports of the completed activities:

| SL. No. | Indicative milestones to be achieved   | T=Contract Signing Date<br>T1= Go-Live Date |
|---------|--|---|
| a.      | Signing of Contract  | T   |
| b.      | Submission of draft Inception Report including:<br>- Project mobilization Plan, Activity implementation schedule,<br>- Functional Requirement Specifications | T+ 3 Days                                   |
| c.      | Finalization of the Solution Requirement Specification   | T+ 7 Days                                   |
| d.      | Design and Development of Independent Modules (IT Application including Mobile Application)  | T + 30 Days                                 |
| e.      | Integration Testing  | T + 42 Days                                 |
| f.      | User Acceptance Testing (UAT)  | T+ 50 Days                                  |
| g.      | Final Roll out (Go – Live)   | T + 60 Days                                 |
| h.      | Technical and Maintenance Phase  | T1+ 06 months                               |

A weekly status report of work is required to be sent to QCI in a mutually agreed format. The following documents would be required to be signed off by QCI:

- Functional Requirement Specification
- Solution Design Document
- User Acceptance Testing

- Completion / Go – Live

All deliverables submitted by the vendor shall be signed-off and accepted by QCI within 1 week of the submission of the report. The deliverables shall also include interim deliverables based on the detailed scope of work as mentioned above, which will be submitted to QCI for approvals.

## 2.8. Technical Enhancement and Maintenance Phase

Technical Enhancement and Maintenance Phase will be for 06 Months from date of handover of the IT Application including Mobile Application and the monthly cost for Technical Enhancement and Maintenance Phase shall be indicated by the Vendor as part of the Financial proposal and this should include the cost of the dedicated Project Manager for the duration of 1 year who shall be the single point of contact (SPOC) for QCI for all Development and Support requirements

## 3. Terms of Engagement

### 3.1. Pre-Qualification Criteria

| S. No | Basic Requirements                | Specific Requirements   | Documents Required  |
|-------|-----------------------------------|---|---|
| a.    | Legal Entity                      | The bidder should be a registered firm duly registered under Indian Companies Act, 1956/2013<br><br>Company should be in existence since last 07 years  | - Copy of valid Registration Certificates<br><br>- Copy of Certificates of incorporation                                    |
| b.    | Turnover                          | Average Annual Turnover of the Bidder during the last Three financial years, i.e. FY 2017-18, FY 2018-19, 2019-20 (as per the last published audited balance sheets), should be more than Rs. 2.5 Crore only.   | Audited Annual Reports OR Balance Sheets or CA Certificate with CA's Registration Number/ Seal                              |
| c.    | Technical Capability & Experience | The bidder shall have minimum 7 years' experience of development and maintenance of web and mobile application.<br><br>The bidder should have experience of successful completion of at least 3 projects of implementation and hosting projects for a period of over 12 months. | Work Order / Work Completion Certificates from the client<br><br>Work Order & Work Completion Certificates from the client. |

|    |                  |   |   |
|----|------------------|---|---|
| d. | Tax Registration | The company shall hold valid GST and PAN certifications.                                      | Copies of relevant certificates of registration |
| e. | Blacklisting     | The bidder shall not have been blacklisted by any central or state government agency, PSU etc | Undertaking in this regard to be submitted.     |

### 3.2. Responsibilities of the Vendor

Carrying out the activities as indicated in this document and submission of all project deliverables to QCI, within the stipulated time frame:

- i. Adhere to the timelines charted in the terms of this RFP.
- ii. Ensure that the quality of deliverables meet the expectations of QCI.
- iii. For any workshop / group discussion / presentation to be made during the project duration, the vendor will conduct the workshop, prepare presentations and resource material (to be approved by QCI) and document the proceedings of the workshop. Vendor will be expected to submit the presentation before the workshop /group discussion /presentation.
- iv. The vendor will share with QCI all intermediate documents, drafts, reports, surveys and any other item related to this assignment. No work products, methodology or any other methods used should be deemed as proprietary and non-shareable with QCI by the Vendor.
- v. Vendor will work in close coordination with the Project Manager and team members of QCI assigned for this project.

### 3.3. Terms and Conditions

- i. The selected vendor will be fully and completely responsible to the QCI for all the deliverables
- ii. The QCI requires that the Vendors should provide professional, objective, and impartial advice and at all times hold the QCI's interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work
- iii. In case any of the proposed resources are found to be not performing or not meeting the expectations of ZED, the vendor shall find a replacement for the resource
- iv. QCI will evaluate the replacement profile and indicate the acceptance / rejection of the profile. QCI may seek a personal interview of the person being proposed.
- v. The QCI reserves the right to terminate the contract by giving a notice of one month if the performance of the vendor is not found satisfactory. The vendor shall be given a period of fifteen days to cure the breach or fulfil the contractual obligations
- vi. Failing which the QCI shall notify the vendor /identified Vendor in writing of this exercise, and of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Vendor/ identified Vendor is in default. The compensation will be limited to the scope of the Deliverable

- vii. The vendor to be selected through this bid/tender process will provide deliverables as indicated in this document and as agreed upon in writing. The Vendor should note that as a part of the requirement for this assignment the Vendor will share with the QCI all intermediate documents, drafts, reports and any other item related to this assignment. No work products, methodology or any other methods used should be deemed as proprietary and non-shareable with QCI by the Vendor.

#### 4. Bid Evaluation and Selection Process

Overall evaluation of the bids will be done in three stages namely Pre-qualification, Technical and Financial evaluation based on QCBS. The final awarding of the contract will be done based on a **Quality & Cost Based Selection (QCBS)** procedure by giving 70% weightage to technical evaluation and 30% weightage to financials.

##### 4.1. Proposal Submission Guidelines

All vendors shall mark the below title in bold on all submissions and their company name with address clearly mentioned at the bottom right corner of the cover.

BID Submission for RFP: **Development and Maintenance of Certification Scheme IT System (Web and Mobile Application)**

Also mention on top of the sealed envelope, the nature of the document “Technical Proposal” or “Commercial Proposal”.

##### 4.1.1 Technical Proposal

The Technical Proposal (**one hard copy**) shall be submitted to: Deputy Director (Accounts), Quality Council of India (QCI), Institution of Engineers Building, 2<sup>nd</sup> Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002, India on or before 1<sup>st</sup> February, 2021 by 5 pm.

##### 4.1.2 Commercial Proposal

The Commercial Proposal should be signed by the authorized signatory and submitted in a sealed envelope, only as a hardcopy, separate from the Technical proposal. Softcopies are not permissible. The Commercial Proposal must adhere to the following guidelines:

- i. The Vendors should submit the Commercial proposal as per the format in Annexure-1.
- ii. A single, all-inclusive price quote (Please note that the payment may be split into monthly instalments and subject to deliverables).
- iii. A detailed explanation of the pricing structure including all price components, unit costs, resource loading, estimates of overheads and any other assumptions made in arriving at the final all-inclusive price quote .



- iv. This overall price quote would also include fees against professional services.
- v. Taxes would be additional and as per actual

## 4.2. Bid Evaluation

After the Vendors submit their Technical and Commercial Bids according to the instructions provided in the sections below, the bids will be evaluated through a two-stage process as described below:

- a. Technical Evaluation
- b. Commercial Evaluation

### 4.2.1 Technical Evaluation

As the first step, the Technical Bid will be evaluated based on the “Technical Evaluation Methodology” provided in the subsequent section

### 4.2.2 Commercial Evaluation

The Commercial Proposals, only of the Vendors whose Technical Proposals qualify (i.e. whose Technical-Score is equal to or higher than 70%). The Commercial Proposals of the other Vendors will be returned unopened.

Of the Commercial proposals opened, the lowest “Project-Cost” will be designated as “L1” and awarded a score of 100. For the other qualifying Vendors, their Commercial-Score will be calculated according to the formula:

$$\text{Commercial Score} = (\text{Project-Cost of "L1"})/(\text{Project-Cost of Vendor}) * 100$$

### 4.2.3 Calculation of Final Score

The “Final Score” of each qualifying Vendor will be calculated as indicated below.

$$\text{Final Score} = 0.7 * (\text{Technical-Score}) + 0.3 * (\text{Commercial-Score})$$

Post that the Vendor with the best Final Score will be called for the contract negotiation. In case of a tie in the Final Score, the Vendor with the higher Technical-Score post the presentation and the interview will be first invited for the contract negotiation.

### 4.3. Evaluation Criterion

| Evaluation Criterion             |  | Vendor Identification |
|----------------------------------|--|-----------------------|
|                                  |  | Max. Score (%)        |
| <b>1. Experience of the Firm</b> |  | <b>50</b>             |
| 1.1                              | Experience of the firm in developing and maintaining (similar type of project) Web and Mobile Applications with large user base (approx. 1 Million downloads)  | 25                    |
| 1.2                              | Provide client references for similar work done within past 2 years (a minimum of 5 references, preferably from government department / public sector / recognized organizations or quality monitoring agencies) | 10                    |
| 1.3                              | Plan, Approach and documentation proposed  | 10                    |
| 1.4                              | Office in Delhi/NCR  | 5                     |
| <b>2. Timelines</b>              |  | <b>20</b>             |
| 2.1                              | Proposed estimated timeline for project deliverables   | 10                    |
| 2.2                              | Proposed Response time and priority level matrix   | 10                    |
| <b>3. Lead and Team profile</b>  |  | <b>30</b>             |
| 3.1                              | Technical resources available with the firm with expertise on the platform and languages mentioned in the technical specifications   | 10                    |
| 2.2                              | Experience of proposed team in application maintenance of similar projects   | <b>20</b>             |
| <b>Total Points</b>              |  | <b>100</b>            |

Total points will be designated as “Technical Score” for each Vendor. In order to qualify in the technical evaluation, the Vendor must have a minimum Technical Score of **70 points**.

### 4.4. General Terms and Conditions

The Vendor for this engagement would be selected through a competitive bid process, the details of which are provided below:

1. Companies wishing to bid for this engagement should respond to QCI (contact information in the previous section) with a proposal and required supporting documentation (indicated below). The proposal would contain 2 parts:
  - a. Technical Bid
  - b. Commercial Bid
2. The contract will be awarded to the Vendor whose proposal conforms to the terms of the RFP and is, in the opinion of QCI, the most advantageous and represents the best value of the assignment, price and other factors considered. QCI reserves the right to negotiate with the most competitive Vendor if required.
3. No marketing literature pertaining to the vendor/vendor is to be enclosed along with the proposal. If enclosed, it will be treated as a factor of disqualification. However, the statutory documentation related to the company incorporation, pan card, directors, etc should be submitted as part of Technical bid.

4. The Commercial and Technical Proposals should be submitted separately. There should not be any commercial information in the Technical Proposal.
5. The Technical and Commercial proposals should be submitted in the given format and signed by authorized signatory.
6. The instructions and other details pertaining to the Bid submission and the evaluation process are provided below.
7. **Presentation:** As a part of Evaluation of proposals submitted by the applicants, QCI reserves the right to seek further information or a presentation from the Organizations for evaluation purposes. QCI may call for such information/presentation at a short notice.
8. **Performance Bank Guarantee:** The Purchaser will require the selected Bidder to provide a Performance Bank Guarantee, within 30 days from the Notification of award, for a value equivalent to **10 % of the commercial bid value**. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the delivery and Warranty period. In case the selected Bidder fails to submit performance guarantee within the time stipulated, the Purchaser at its discretion may cancel the order placed on the selected Bidder without giving any notice. Purchaser shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Purchaser incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.
9. **Ethics:** QCI expect all operators, shortlisted bidder(s) to show highest ethical standards during the course of the assignment especially during on-groundwork. If any complaints/information regarding any incident of malpractices (bribery, seeking monetary or non-monetary favor/gifts) is brought to the notice, the shortlisted bidder(s) shall take the necessary action (to the extent of expulsion/removal) as per its organization rules and laws applicable at that time. QCI is absolved of any liability/claim arising out of any such above situations.
10. **Confidentiality: MAINTENANCE OF CONFIDENTIALITY**

The bidder(s) must not divulge any confidential information and assure that reasonable steps are taken to provide for the safe custody of any and confidential information in its possession and to prevent unauthorized access thereto or use thereof. The shortlisted bidder(s) must not, without the prior written consent of QCI, disclose any confidential information of QCI or any government department or relating to any ministry or any other party. In giving written consent to the disclosure of confidential information, QCI may impose such conditions as it thinks fit, and the bidder must comply with these conditions. Confidentiality clause shall survive for a longer period of one year after the termination of contract or contract expiry period. The selected bidder will be required to sign a mutually agreed Non-Disclosure Agreement (NDA) with QCI.

**11. Payment Milestones:**

- a. **Advance Payment:** 20% of project value
- b. **Performance based milestones:** 60% of project value (to be divided into three performance-based milestones of 20% each; milestones to be defined by technical team.
- c. **Retention Amount:** 20% for one quarter of going live; to be released on satisfactory QCI sign-off

**12. Earnest Money Deposit:**

Earnest Money Deposit (EMD) of Rs. 1,40,000/- (one lakh forty thousand only) should necessarily be accompanied with the Technical Bid of the Company/Firm/Agency in the form of a Demand Draft from any of the Nationalized/ Scheduled Bank drawn in favour of the 'Quality Council of India', payable at New Delhi and valid for a period of 90 days from the date of submission. EMD can also be deposit through RTGS/ NEFT as detail under:

|                 |  |
|-----------------|--|
| NAME OF BANK    | AXIS BANK LTD, 6/83, PADAM SINGH ROAD, KAROL BAGH, NEW DELHI |
| NAME OF ACCOUNT | QUALITY COUNCIL OF INDIA                                     |
| S.B. ACCOUNT    | 223010100053020  |
| IFSC CODE       | UTIB0000223  |

For payment of EMD through Bank transfer: - NO CHEQUES WILL BE ACCEPTED. The tenderer whose EMD has been deposited by NEFT/RTGS, must enclose the transaction details/ evidence along with their technical bid, otherwise the bid will be rejected.

**EMD Exemption:**

- a. Bidders registered under 'Micro & Small Enterprises Act' (MSE) are exempted from submission of EMD. Exempted bidders should provide a valid certificate issued by any approved body of 'Ministry of Micro, Small & Medium Enterprises' (MSME) for EMD exemption.
- b. Start-ups registered with the Department for Promotion of Industry and Internal Trade are exempted from submission of EMD. To claim the exemption, the start-up must submit the certificate of registration.

**General Instructions and Conditions**

- 1. QCI reserves the right to accept or reject any bid, to annul the entire bid process or reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Vendor(s) or any obligation to inform the affected Vendor(s) the grounds

for such decision. QCI also reserves the right to negotiate with the successful Vendor if necessary.

2. The Vendor to be selected through this bid process will provide deliverables as indicated in this document. The Vendor should note that as a part of requirement for this assignment, the Vendor will share with QCI all intermediate documents, drafts, reports, surveys and any other item related to this assignment. No work products, methodology or any other methods used by the Vendor should be deemed as proprietary and non-shareable with QCI by the Vendor.
3. The contract will be awarded to the Vendor whose proposal conforms to this RFP and is, in the opinion of QCI, the most advantageous and represents the best value to the assignment, price and other factors considered.
4. No part of this document including the Annexure can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of QCI, except to the extent required for submitting the bid and no more. The information contained in this document is only disclosed for the purposes of enabling potential Vendors to submit a proposal to QCI. This document should not therefore be used for any other purpose. This document contains proprietary information furnished for evaluation purposes only; except with the written permission of the QCI, such information may not be published, disclosed, or used for any other purpose. The bidding firms acknowledge and agree that this document and all portions thereof, including, but not limited to, any copyright, trade secret and other intellectual property rights relating thereto, are and at all times shall remain the sole property of QCI. The title and full ownership rights in the information contained herein and all portions thereof are reserved to and at all times shall remain with QCI. Vendors must agree to take utmost care in protecting the proprietary and confidential nature of the information contained herein.
5. QCI, by issuance of this RFP does not necessarily indicate or imply that the project will be commenced. The Vendor will absolve QCI of all responsibilities if the project does not start within a stipulated timeframe. QCI reserves the right to withdraw this assignment any time without prior consultation or intimation to the Vendors.
6. The interested Vendors shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the Vendor or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with QCI. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the Vendor to complete the requirements as given in the RFP.
7. The Vendor shall not make any alteration / changes in the bid after the closing time and date. Unsolicited correspondence from the Vendor will not be considered.

8. If at any stage of the tendering process or during the currency of the agreement any suppression / misrepresentation of such information is brought to the knowledge of QCI, QCI shall have right to reject the bid or terminate the agreement, as the case may be, without any compensation to the Vendor.
9. The Vendor shall be deemed to have complied with all clauses in this RFP. Evaluation shall be carried out on the available information in the bid
10. The firms / agencies submitting their proposals would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their proposals, attending any pre-proposal meeting and visiting the site or any other location in connection therewith. QCI shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.
11. The proposals submitted by the firms/agencies shall remain valid for a period of two months after the closing date (deadline) for submission of proposals prescribed in this document.
12. During evaluation, QCI may, at its discretion, ask the respondents for clarifications on their proposals. The firms/agencies are required to respond within the time frame prescribed by QCI.
13. At any time prior to deadline for submission of proposals, QCI may for any reason, modify the RFP document. The prospective respondents having received the RFP document shall be notified of the amendments through email and such amendments shall be binding on them.
14. QCI may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the firm:
  - a. Submitted the proposal after the response deadline
  - b. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
  - c. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years
  - d. Submitted a proposal that is not accompanied by required documentation or is non-responsive, failed to provide clarifications related thereto, when sought
  - e. Submitted more than one proposal
  - f. Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.
15. QCI reserves the right to (a) reject any / all proposals without assigning any reasons thereof, (b) relax or waive any of the conditions stipulated in this RFP document as deemed necessary in the best interest of QCI and the objectives of the project without assigning any reasons thereof and (c) include any other item(s) in the Scope of work at any time after consultation.

## 5. Documents Submission

The following set of documents needs to be submitted to qualify for the evaluation process. These documents are:

- Form 1: Covering letter with the Proposal in response to RFP Notice
- Form 2: Relevant Project Experience
- Form 3: Resource Profiles
- Form 4: Details of the responding organization
- Annexure 1: Commercial Bid format

Interested parties may send the technical and financial bid in two separately sealed envelopes inside a larger sealed envelope super-scribing “Request for Proposal for Development and Maintenance of MSME Sustainable ZED Certification Scheme IT System (Web and Mobile Application)” to Deputy Director (Accounts), Quality Council of India, Institution of Engineers Building, 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi 110002 latest by 5 PM, 01<sup>st</sup> February,2020.

For any queries, you may please contact the below-mentioned persons:

For technical queries: Mr. Mohit Singh

Email id: [mohit.zed@qcin.org](mailto:mohit.zed@qcin.org)

For any other queries: Ms. Kanika Sethi

Email id: [kanika.sethi@qcin.org](mailto:kanika.sethi@qcin.org)

## Form 1: Covering letter with the Proposal in response to RFP Notice

(To be submitted on the Letterhead of the responding firm)

{Place}

{Date}

To,

Deputy Director (Accounts),  
Quality Council of India,  
Institution of Engineers Building,  
2<sup>nd</sup> Floor, 2, Bahadur Shah Zafar Marg,  
New Delhi-110002

Subject: Submission of proposal in response to the RFP for “**Development and Maintenance of MSME Sustainable (ZED) Certification Scheme IT System (Web and Mobile Application)**”.

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP dated <dd/mm/yy> for “Development and Maintenance of MSME Sustainable (ZED) Certification Scheme IT System (Web and Mobile Application)”, in full conformity with the said RFP document.
2. We attach our technical response and our commercial quotation, the technical response and the commercial response in a separate sealed cover as required by the RFP both of which together constitutes our proposal, in full conformity with the said RFP.
3. We undertake, if our proposal is accepted, to adhere to assign a team dedicate to this project.
4. We have read the provisions of RFP and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
5. We undertake, if our proposal is accepted, to adhere to the scope of engagement or such modified plan as may subsequently be mutually agreed between us and QCI or its appointed representatives.
6. We agree to unconditionally accept all the terms and conditions set out in the RFP document and also agree to abide by this bid response for a maximum period of TWO MONTHS from the date fixed for bid opening and it shall remain binding upon us with



full force and virtue, until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and QCI.

7. We affirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to through this proposal is true, accurate, and complete.
8. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the QCI as to any material fact. We agree that QCI is not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2021

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of Vendor

### Form 2: Relevant Project Experience

| S. No. | Name of the Project/Engagement | Client name | Duration (Period) | Value |
|--------|--------------------------------|-------------|-------------------|-------|
|        |                                |             |                   |       |
|        |                                |             |                   |       |
|        |                                |             |                   |       |
|        |                                |             |                   |       |
|        |                                |             |                   |       |
|        |                                |             |                   |       |

### Form 3: Resource Profiles

Using the format provided below, please provide summary information on the team you propose for the project. (Include CVs)

#### Resource Summary

| S. No | Proposed Role | Number of Resources | Area of Expertise | Key Responsibilities |
|-------|---------------|---------------------|-------------------|----------------------|
|       |               |                     |                   |                      |
|       |               |                     |                   |                      |
|       |               |                     |                   |                      |
|       |               |                     |                   |                      |
|       |               |                     |                   |                      |
|       |               |                     |                   |                      |
|       |               |                     |                   |                      |

### Form 4: Details of responding organization

| S. No. | Particulars  | Details to be furnished |
|--------|--|-------------------------|
| 1.     | <b>Details of responding Company</b>                     |                         |
|        | Name   |                         |
|        | Address  |                         |
|        | Telephone  | Fax                     |
|        | E-mail   | Website                 |
| 2.     | <b>Information about responding Company</b>              |                         |
|        | Status of Company ( <i>Public Ltd. / Pvt. Ltd etc.</i> ) |                         |
|        | Details of Registration ( <i>Ref e.g. ROC Ref #</i> )    | Date                    |

|                                     |   |   | Ref #  |
|-------------------------------------|---|---|--|
| Details of Service Tax Registration |   |   | Date   |
|                                     |   |   | Ref #  |
| 2.                                  | Current Year Turnover ( Rs Crores) from application development and audit related operations in India;  |   |  |
| 3.                                  | Company Profile (Operations in India)   |   |  |
| 3.1                                 | Average turnover from Indian Operations from application development and audit related services in last three years   | (Turnover in Rs Crores)   |  |
| 3.2                                 | Full-time professional staff engaged in application development and related application consulting services   | (Number of Staff)   |  |
| 3.3                                 | Extent of operations in India (national spread) i.e. number of offices in India (client specific / project specific offices should not be taken into account) | (Number of Offices in different cities/towns and their address) |  |
| 4.                                  | Company Experience  |   |  |
| 4.1                                 | Experience of working on IT / Audit Portal development projects with Mobile App integration in India/Outside India  |   | (Number of Projects and their brief description) |
| 4.2                                 | Experience of working on Technical Specifications similar to ZED  |   | (Number of Projects and their brief description) |
| 5                                   | Quality Certification like ISO or CMMI Level  |   | Provide a copy                                   |

### Annexure 1: Commercial Bid format

(To be submitted by the Vendor as per the format given below in a separate sealed cover)

| <b>S No</b>                     | <b>Item</b>               | <b>Value in Rupees</b> | <b>Taxes and other charges</b> | <b>Total value in Rupees</b> |
|---------------------------------|---------------------------|------------------------|--------------------------------|------------------------------|
|                                 | Web Development           |                        |                                |                              |
|                                 | App Development (Android) |                        |                                |                              |
|                                 | App Development (IOS)     |                        |                                |                              |
|                                 | Hosting & Maintenance     |                        |                                |                              |
| <b>Total amount (in words):</b> |                           |                        |                                |                              |

Please note the following in preparing your commercial bid:

Dated this [date / month / year]

Authorized Signatory (in full and initials):

Name and title of signatory:

Duly authorized to sign this proposal for and on behalf of [Name of Vendor]

Name of Firm:

Address: