

Request for Proposal (RFP)  
Ref: No.QCI/PPID/0221/029

**IT MODULE (WEB AND MOBILE APPLICATION)  
DEVELOPMENT & INTEGRATION  
FOR DESKTOP & FIELD ASSESSMENTS**



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 “**IT Module (Web and Mobile Application) Development & Integration for Desktop & Field Assessments**”.
2. The content of this RFP enlists the requirements of the Quality Council of India. 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 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 (Technical and Commercial) 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. For any queries, you may please contact the below-mentioned persons:

For technical queries: Mr. Ansh Mittal

Email id: [ansh.mittal@qcin.org](mailto:ansh.mittal@qcin.org)

For any other queries: Ms. Kanika Sethi

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

6. 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 **IT Module (Web and Mobile Application) Development & Integration for Desktop & Field Assessments**” may be submitted at the following address on or before 18<sup>th</sup> February, 2021 by 5 pm via post to:

Deputy Director (Accounts),  
Quality Council of India (QCI)  
2<sup>nd</sup> Floor, Indian Council for Child Welfare, 4 Pandit Deen Dayal Upadhyay Marg,  
New Delhi-110002, India.

## Tender Summary

#	Item	Details
1	Project Scope	IT Module (Web and Mobile Application) Development & Integration for Desktop & Field Assessments
2	Time for Completion	40 days from contract signing date
3	Bid Selection	Quality & Cost Based Selection (QCBS)
5	Earnest Money Deposit	Not Applicable
7	Last Date of Submission Of Bid	February 18, 2021, 5 PM
8	Performance Bank Guarantee	3% of the total contract value
9	Presentation Round	To be notified on QCI Website

## **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.

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

### **2.1. Objective**

QCI's client wants to conduct a Pan India Assessment (Desktop & Field). The client requires that the Assessment must be conducted through a technology driven system.

### **2.2. Purpose**

QCI desires the vendor to develop IT Modules (Web & mobile applications) for the purpose of desktop & field assessment of the client. The IT modules developed for the purpose of the Assessments have to be integrated with the client's portal.

### **2.3. Scope of Work**

QCI wants the vendor to develop the IT modules in Open source. The proposed scope of work performed under this contract includes the following elements:

#### **2.3.1 Self-Assessment Web Module**

This module will provide scoring on the selected indicators as per the availability on the client's portal. The module will require computations based on the indicators available on the client portal and scoring based on the computations. The indicators will be updated periodically and the computations & scoring will be refreshed accordingly.

#### **2.3.2 Document Upload, Assessment & Scoring Web Module**

- The module will be used to upload indicator wise documents for desktop assessment.
- The document uploaded by a Competent Authority will be assessed by the desktop assessment team & flagged in case of incompleteness/illegibility/incorrectness etc. A notification by email/SMS will be sent to the Competent Authority and circle back for Assessment again within a limited time window from the Competent Authority. .
- Post Assessment by the desktop assessment team it will provide inputs for the purpose of scoring each indicator assessed by the team. Vendor shall also develop the scoring module for the same.

- A summary report (pdf) will be published upon assessment of the uploaded documents and sent to Competent Authority.

### 2.3.3 Field Assessment (Web and Mobile Application)

- a) **Field Assessor Mobile APP & Web module for QC of the On-field validation:** The Field Assessor Mobile APP (Android) will be developed for On-field Validation. The APP will capture the Geo referenced photographs of the assigned locations to the assessor for the purposes of On-field validation. The questions & locations selected for assessment will be based on desktop assessment and the sampling algorithm.

Upon the successful synchronization of the data by the Field Assessor, the QC team will conduct the Quality check of the data – accept or reject the data for a Re-assessment of the location.

- b) **Assessor Profile:** A web module to capture the details of the Field Assessor will be developed.
- c) **Specific Area Mobile APP**  
The App (Android) will have similar functionality as the Field Assessor Mobile App, but for specific towns.
- d) **Citizen Feedback APP:** Citizen Feedback APP (Android) is for the Face-to-Face (F2F) interviews of the citizens. The F2F interviews will be conducted by the Assessors during the on-field Assessment through this APP.
- e) **Citizen Voice APP (Android & iOS):** Another APP for citizens' voice (Multilingual; 8-11 Languages), used by the citizens themselves, will also be developed by the Vendor.
- f) **Sampling Algorithm:** A sampling algorithm will be developed to enable selection of the locations for the on-field validation. The sampling algorithm will be developed on the basis of the data available in the client's portal.
- g) **Real time Monitoring of the Progress of On-field Assessment:** Vendor will develop a module for real time monitoring of data/photograph uploaded from the field and tracking the field assessors conducting the on-field Assessment.

### 2.3.4 Dashboards

Post the Desktop and Field assessments – a set of computations and scores will be generated. These will be published as following Dashboards (not limited to):

- **Results & Ranking**  
This dashboard will reflect the results and ranking on the basis of the data collected through desktop and field assessments
- **Stakeholders**  
The stakeholders will be able to see the real time progress of assessments
- **Citizen Feedback**  
The dashboard will reflect the cumulative number of citizen feedbacks collected from various sources

### 2.3.5 Integration

The IT modules will be integrated with the client's existing portal (in open source). The Vendor shall integrate the modules along the client's IT team. The technical support & information on the existing portal for integration in the form of APIs or other technical details will be provided by the client for the purpose of integration of the IT modules.

### 2.3.6 Design Specifications

- The Vendor is expected to define the wireframes for the entire IT Application including the Mobile Application in the technical bid.
- Initially the Vendor will host the modules and recommend the modules hardware/cloud hosting requirements to meet a volume of around 5000 logins to be hosted on the client's existing portal. It is expected that the number of **concurrent users** would be approx. 1000. The hardware should be scalable, high performance with built-in redundancy and appropriately sized to meet 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 issues arise.
- Required 3<sup>rd</sup> Party elements (like SMS gateway, Security Audit, Performance testing, etc.) for the modules will be recommended by Vendor. However the payment will be done directly by QCI to the selected 3<sup>rd</sup> party and QCI reserves the right for final negotiations with them.
- 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 manuals for the IT Applications including Mobile Application, manuals for operation, maintenance instructions etc. Selected Vendor is required to submit complete technical documentation, brochures, user manuals etc. The documentation should include details regarding application architecture, database and network infrastructure requirements 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 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 modules must be built in accordance to the client's portal requirements.
- 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 a mix of text and graphics.
- The layout should use consistent colour, graphics, and font.
- Each section of the site must have a standardized look and feel.
- The portal should be easy to navigate. Information should be grouped and presented in a logical manner.
- The modules must be integrated with the client's portal. The integration may be achieved through Application Peripheral Interface (APIs) and web services.

## 2.4. Key Features

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

- a. The IT Application shall have the ability to send alert messages/notification to the stakeholders through Email/SMS.
- b. The mobile application should work in online 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.
- c. 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, videos, audios), ability to store good resolution photos etc.
- d. 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.
- e. The application must be tested to ensure the complete integration and interoperability of all its components and its integration and interoperability with the client's portal.

## 2.5. Expected Services

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

- a. Design, Develop, Implement and Maintain the IT Application (IT Application including Mobile Application) for the duration of the Contract.
- b. All the Stakeholders and other System Users have to be trained on the use of system.
- c. QCI expects the selected Vendor to engage a dedicated Project Manager for the duration of the contract who shall be the single point of contact (SPOC) for QCI for all Development and Support activities and requirements.
- d. The Source Code, Object Code and Intellectual Property Rights (IPR) of the IT Application including Mobile Application shall reside with QCI/client. Furthermore, the Vendor shall allow QCI a perpetual usage and customization right on the supplied software.

## 2.6. Technical Support

1. 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 activities and 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.
  - 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.
2. Service Level Agreements for Error Resolution



SL. No.	Support category	Criteria	Max response time	Max Resolution time	Penalties
1	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 retention fee (5% of contract value) for each 6 hours delay beyond maximum resolution time and each hour delay beyond response time
2	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 retention fee for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time
3	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 retention fee for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time
4	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 retention fee for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time
5	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 retention 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 T1= Go-Live Date
1.	Signing of Contract	T
2.	Submission of draft Inception Report including: - Project mobilization Plan, Activity implementation schedule, - Functional Requirement Specifications	T+ 7 Days
3.	Finalization of the Solution Requirement Specification	T+ 10 Days

4.	Design and Development of Independent Modules (IT Application including Mobile Application)	T + 30 Days
5.	Integration Testing	T + 35 Days
6.	Final Roll out (Go – Live)	T + 40 Days
7.	Technical Enhancement 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. 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 the date of handover of the IT Application including Mobile Application as part of the Financial proposal and this should include the cost of the dedicated Project Manager who shall be the single point of contact (SPOC) for QCI for all Development and Support activities and 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, Partnership, LLP.  Company should be in existence since last 05 years	- Copy of valid Registration Certificates  - 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 Cr	Audited Annual Reports OR Balance Sheets or CA Certificate with CA's Registration Number/ Seal
c.	Technical Capability & Experience*	The bidder shall have minimum 5 years' experience of development and maintenance of web and mobile application.  The bidder should have experience of successful completion of at least 4 projects of implementation with value more than 25 lakhs and at least one project with value more than 50 Lakh.	Work Order / Work Completion Certificates from the client.  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.

\*Start-ups registered with the Department for Promotion of Industry and Internal Trade are exempted on Turnover and Technical Capability and Experience Criteria. To claim the exemption, the start-up must submit the certificate of registration with DPIIT.

### 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:

- Adhere to the timelines charted in the terms of this RFP.
- Ensure that the quality of deliverables meet the expectations of QCI.
- 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.
- 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 or non-shareable with QCI by the Vendor.
- Vendor will work in close coordination with the Project Manager and team members of QCI assigned for this project.

### 3.3. Terms and Conditions

- The selected vendor will be fully and completely responsible to the QCI for all the deliverables
- 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
- In case any of the proposed resources are found to be not performing or not meeting the expectations of QCI, the vendor shall find a replacement for the resource
- 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
- The QCI reserves the right to terminate the contract by giving a notice of 15 days 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, failing which the QCI shall notify the identified Vendor in writing of this exercise, and of its right to receive such compensation, indicating the contractual obligation(s) for which the identified Vendor is in default. The compensation will be limited to the scope of the Deliverable
- The vendor that will 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 or 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 of the RFP in bold on all submissions and their company name with address clearly mentioned at the bottom right corner of the cover.

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 QCI.

- Documents pertaining to pre-qualification criteria
- Proposed Plan and Approach
- Proposed Modules/Applications to be developed including technology architecture and sample designs for the web and mobile application
- Proposed timeline for project deliverables
- Resume of the Technical Resources, who will be the proposed for this Project.
- As a part of Evaluation of proposals submitted by the applicants, QCI may seek further information or a presentation from the Organizations at a short notice for evaluation purposes.  
Note: The bidder should submit some mock-up/draft proposed designs for web and mobile applications
- Any other details that the bidder may like to provide.

#### 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:

- The Vendors should submit the Commercial proposal as per the format in **Annexure-1**
- A single, all-inclusive price quote (Please note that the payment may be split into monthly instalments and subject to deliverables)
- 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
- This overall price quote would also include fees against professional services
- 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:

- Technical Evaluation

- 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. 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.

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

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>30</b>
<b>2. Plan and Timelines</b>		<b>50</b>
2.1	Proposed Plan and Approach	20
2.2	Proposed Modules/Applications to be developed including technology architecture and sample designs for the web and mobile application	20
2.2	Proposed implementation timeline for project deliverables	10
<b>3. Lead and Team profile</b>		<b>20</b>
3.1	Technical resources available with the firm with expertise	10
2.2	Experience of proposed team in application maintenance of similar projects	10
<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. 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. **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.
7. **Performance Bank Guarantee:** The Purchaser will require the selected Bidder to provide a Performance Bank Guarantee, within 30 days from the Notification of award. 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.
8. **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.
9. **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.

### **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 or 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 decided by QCI 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.
  - g. Any other reason that does not conform to the requirements of this RFP
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**

A set of documents needs to be submitted by vendor along with the proposed solutions for the problem statements and scope of work mentioned in this RFP 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



## 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

Subject: Submission of proposal in response to the RFP for “**-RFP Name**”.

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to the RFP dated <dd/mm/yy> for “**-RFP Name**”, 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 QCI's written acceptance thereof in the 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 that QCI may receive. We also agree that QCI reserves 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**

<b>S. No</b>	<b>Proposed Role</b>	<b>Number of Resources</b>	<b>Area of Expertise</b>	<b>Key Responsibilities</b>

**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 the project		(Number of Projects and their brief description)

### Form 5: Commercial Bid format

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

S. No.	Item	Value in Rupees	Taxes and other charges	Total value in Rupees
1.	Self-Assessment Web Module			
2.	Document Upload, Assessment & Scoring Web Module			
3.	Field Assessment (Web and Mobile Applications)			
4.	Dashboards – Results & Ranking			
<b>Total amount (in words):</b>				

\*Cost inclusive of maintenance for 6 months post go-live.

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: