

**REFERENCE No. QCI/NABH/0821/050**

**REQUEST FOR PROPOSAL**

**Design and development of technology platform for  
5th edition NABH Full Accreditation programme**



**QUALITY COUNCIL OF INDIA  
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## Tender Notice

1. Quality Council of India invites proposals for “Design and Development of Technology Platform for 5<sup>th</sup> edition NABH full Accreditation Programme”
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
Form 5	Commercial Bid

5. For any queries, you may please contact the below-mentioned persons:  
For technical queries: Mr. Shashi Kiran Vangala      Email      id:  
[shashi.vangala@qcin.org](mailto:shashi.vangala@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 Design and Development of Technology Platform for 5<sup>th</sup> edition NABH full Accreditation Programme” may be submitted at the following address on or before, 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 Deen Dayal Upadhyay Marg,  
New Delhi-110002, India.

## Tender Summary

#	Item	Details
1	Project Scope	Design and Development of Technology Platform for 5th edition NABH full Accreditation Programme
2	Time for Completion	3 Months 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	August 23, 2021, 3 PM
8	Estimated Contract Value	INR 50 Lakhs
9	Performance Bank Guarantee	3% of the total contract value
10	Presentation Round	To be notified on QCI Website

## Introduction

### About the document:

The document is the description of scope of work for design and development of technology platform for 5<sup>th</sup> edition NABH Full Accreditation Programme.

### Quality Council of India (QCI):

The Quality Council of India (QCI) is a pioneering experiment of the Government of India in setting up organizations in partnership with the Indian industry. QCI is to lead nationwide quality movement in India by involving all stakeholders for emphasis on adherence to quality standards in all spheres of activities primarily for promoting and protecting interests of the nation and its citizens. To achieve this, QCI is playing a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India.

### Background:

#### 1. About NABH

- 1.1. The National Accreditation Board for Hospitals and Healthcare providers (NABH) is a constituent board of Quality Council of India, set up to establish and operate accreditation program for healthcare organisations. NABH's aim is to carry out accreditation and allied programs in collaboration with stakeholders focusing on patient safety and quality of healthcare based on National / International standards, through process of self and external evaluation. For more information on NABH and its programmes, please visit the page: <https://www.nabh.co/index.aspx>

#### 2. About NABH Full Accreditation programme

- 2.1. The hospital accreditation program was started in the year 2005 and it is the flagship program for NABH.
- 2.2. This program was started with an intent to improve healthcare quality and patient safety at public and private hospitals, has subsequently grown to greater heights, with the standards being recognized internationally at par with other global healthcare accreditation standards and accredited by ISQua (International Society for Quality Assurance in Healthcare).
- 2.3. The accreditation standards for hospitals focus on patient safety and quality of the delivery of services by the hospitals in a changing healthcare environment.
- 2.4. For more information on this programme, please visit the following page: <https://www.nabh.co/Hospitals.aspx>

#### 3. Objective

- 3.1. This document provides the details needed in development of a technology platform for the 5th edition of the NABH Full accreditation programme

3.2. The proposed technology platform shall comprise of the following:

3.2.1. Web application

3.2.2. Mobile application for Onsite assessor to raise Non-conformities (NCs) against onsite questions/objective elements which are 651 in number for a hospital. The mobile application shall be developed both on Android and iOS

#### 4. Scope of Work

##### 4.1. Users

S. No.	User	Functions
1.	NABH-CEO	<ul style="list-style-type: none"> <li>View dashboard with various metrics about the progress of the programme</li> <li>View the status and the application form of the hospital</li> <li>Provide approval to issue certificate</li> <li>Provide comments on the application</li> </ul>
2.	NABH Secretariat	<ul style="list-style-type: none"> <li>View dashboard with various metrics about the progress of the programme</li> <li>View the status and the application form of the hospital</li> <li>Provide approval to issue certificate</li> <li>Provide comments on the applications</li> </ul>
3.	Program Manager (Super-Admin and Admin logins)	<ul style="list-style-type: none"> <li>View all applications</li> <li>Various dashboards</li> <li>Create, update, delete assessors</li> <li>Assessor allocation during Desktop Review and Onsite Assessment</li> <li>Creates recommendation/ decision letter based on the minutes of AC Meeting</li> <li>Communicate with hospital in Remarks module</li> </ul>
4.	Principal Assessor	<ul style="list-style-type: none"> <li>Validate the created profile and provide the availability of dates</li> <li>Performs Desktop review of the hospital application</li> <li>Assigns different departments to Co-assessors during Onsite assessment</li> <li>Provides NCs and click pictures to the department allocated during Onsite assessment</li> <li>Reviews all the NCs raised by various Co-assessors during onsite assessment</li> <li>Reviews replies to the NCs by the hospital during Onsite NC review stage</li> <li>Provides feedback of the hospital and the co-assessors in appropriate form</li> </ul>

		on the portal
5.	Co-Assessor	<ul style="list-style-type: none"> <li>• Validate the created profile and provide the availability of dates</li> <li>• Provides NCs and click pictures to the department allocated during Onsite assessment</li> <li>• Provides feedback of the hospital and the co-assessors in appropriate form on the portal</li> </ul>
6.	Observer	<ul style="list-style-type: none"> <li>• View the onsite application form being filled by the onsite assessors</li> </ul>
7.	Hospital	<ul style="list-style-type: none"> <li>• Fills the pre-registration form</li> <li>• Performs fee payment</li> <li>• Fills the application form</li> <li>• Replies to the NCs raised by assessor in the Desktop Review</li> <li>• Replies to the NCs raised by assessor in the Onsite assessment</li> <li>• Provides feedback on the assessor who visits the premise during onsite assessment</li> <li>• Downloads certificate</li> <li>• Communicate with NABH Secretariat Program Manager through Remarks column</li> <li>• Uploads quarterly KPIs in designated module</li> <li>• Downloads recommendation/ decision letter</li> </ul>
8.	Accreditation Committee	<ul style="list-style-type: none"> <li>• View the hospital application, replies to NCs, assessor's comments etc of all assessments</li> <li>• Recommend for accreditation or recommend to take any adverse decision</li> </ul>

## 4.2. Modules

### 4.2.1. Pre-registration

- 4.2.1.1. To be filled by a Hospital to initiate the process
- 4.2.1.2. Fill the form - text, document upload
- 4.2.1.3. List of scope of services shall be provided for the hospital to multiple select from

### 4.2.2. Payment

- 4.2.2.1. Payment gateway integration to take various kinds of fee from the hospital at various stage during 4 year cycle of accreditation
- 4.2.2.2. Payment admin panel needed in the portal to tally payments against payment gateway admin panel

#### **4.2.3. Application form**

- 4.2.3.1. To be filled by the hospital
- 4.2.3.2. Huge application form with more than 400 questions - divided into sections
- 4.2.3.3. Text, document and image upload
- 4.2.3.4. Validation on each question
- 4.2.3.5. Email notifications are a must to notify the external users at all such points where needed

#### **4.2.4. Application Tracker**

- 4.2.4.1. Super-admin and admin shall use their logins to access the application tracker
- 4.2.4.2. Through this they will be able to access each hospital's application, view the status, history of transactions and trigger any event necessary
- 4.2.4.3. Admins can also communicate through the remarks section with each hospital.
- 4.2.4.4. The tracker must be designed so that the admins are clearly communicated of any progress in an application

#### **4.2.5. Desktop Review**

- 4.2.5.1. Super-admin/Admin/NABH Secretariat shall assign an assessor to perform Desktop Review (DR)
- 4.2.5.2. During DR, assessor shall make comments, raise an NC against any question
- 4.2.5.3. Hospital shall reply on those NCs raised by the assessor

#### **4.2.6. Onsite Questionnaire**

*There are multiple times an hospital undergoes onsite assessment at various stages during a 4 year cycle of hospital accreditation. Each such assessment has a different name. The reader of this document is requested to please go through the flowchart and Section 4.2.10 in this document for more information regarding this.*

- 4.2.6.1. After Desktop Review (DR), onsite assessment of the hospital shall take place
- 4.2.6.2. The questionnaire for this onsite assessment has 651 objective elements/questions. All these questions are divided into chapters currently
- 4.2.6.3. These questions will be mapped to various departments in the hospitals. The mapping shall be provided to the developer so that the output has to be such that when an assessor is assigned a particular department, they must be able to see only those set of questions predominantly in the mobile application
- 4.2.6.4. On the hospital dashboard, against each of these 651 Objective elements, the hospital shall mention (checkbox/dropdown) if it is fully compliant/partially compliant/not compliant. This step arises in case on Final Assessment (FA) and Renewal Assessment (RA)

#### **4.2.7. Onsite Assessor Allocation**

- 4.2.7.1. Super-Admin/Admin shall add assessors onto the portal. The respective users shall validate their profile on first login

- 4.2.7.2. Principal assessor (PA) and Co-assessors shall provide their availability from time to time on the portal through their account
- 4.2.7.3. Through the portal, admin shall confirm a specific date from the hospital and assign a team of assessors headed by the Principal assessor (PA) to that hospital on that agreed date keeping in mind the assessor availability provided
- 4.2.7.4. Once date is set, hospital shall provide their floor plan to NABH through portal
- 4.2.7.5. Admin or a specific internal user shall arrange the floor plan into required categories and the Principal assessor shall assign each department to an assessor in the selected team. The assessor shall be able to view only those departments during onsite assessment

#### **4.2.8. Onsite Assessment**

- 4.2.8.1. On the day of the assessment, assessors shall login to the mobile application to view the questions in each department allocated
- 4.2.8.2. Assessor shall provide the comments and click images using the mobile app on those questions in the department where an NC is observed
- 4.2.8.3. Assessor shall also provide feedback on other assessors who are part of the assessment
- 4.2.8.4. Principal assessor shall have the functionality through the web portal to review all the comments provided by all other assessors and make changes if needed
- 4.2.8.5. Hospital, through web portal, shall provide feedback on assessors and then view all the comments provided by them through mobile application
- 4.2.8.6. Hospital, through web portal, can comment and upload images on all the NCs raised by assessors
- 4.2.8.7. Principal assessor, through web portal, shall review all the comments provided by the assessor on the NCs raised in onsite assessment

#### **4.2.9. Accreditation Committee (AC)**

- 4.2.9.1. The committee, through web portal, shall view all the hospitals that have to be decided upon
- 4.2.9.2. AC shall view all the details of the hospital - Pre-registration, application form, onsite form, details of NCs, etc to decide upon the recommendation
- 4.2.9.3. Provisions for automatic generation of recommendation/ decision letter based on the minutes of AC Meeting that shall be uploaded by the Program Manager
- 4.2.9.4. If recommended for accreditation, after approvals from program manager, NABH secretariat user and NABH CEO, certificate shall be issued
- 4.2.9.5. API must be developed to connect this proposed portal to the NABH certification portal when certificate needs to be generated

#### **4.2.10. Note about different kinds of Onsite Assessments**



The below are various kinds of onsite assessments that shall take place during the 4 years' cycle that a hospital applying for accreditation shall undergo.

**4.2.10.1. Pre-Assessment, Final Assessment(FA), Surveillance Assessment(SA), Reassessment (RA)**

- 4.2.10.1.1. During the 4 years' cycle of accreditation, each hospital shall undergo these assessments
- 4.2.10.1.2. Pre-assessment is optional for hospitals to undergo or not
- 4.2.10.1.3. The questionnaire is the same for all these assessments. The questionnaire contains 651 objective elements/questions that shall be answered by the assessor by writing a comment and clicking an image where NC needs to be raised
- 4.2.10.1.4. They take place in a particular sequence as shown in the flow chart
- 4.2.10.1.5. The difference in them is that different questions will acquire different weightage while preparing the score for that

**4.2.10.2. Focus assessment**

- 4.2.10.2.1. The hospital shall apply to undergo this assessment since it intends to get its list of scope of services modified
- 4.2.10.2.2. Questions related to the specific departments or all the questions may be shown to the assessor during onsite assessment.
- 4.2.10.2.3. Questions applicable shall be selected by the Program Manager out of the 651 Objective elements.

**4.2.10.3. Verification Assessment**

- 4.2.10.3.1. Super-admin shall trigger this assessment on the instruction of accreditation committee
- 4.2.10.3.2. Questionnaire is same as an onsite assessment
- 4.2.10.3.3. For the purpose of scoring, few specific pre-decided questions will be considered

**4.2.10.4. Surprise Assessment**

- 4.2.10.4.1. Super-admin shall trigger this assessment on receipt of complaint on any hospital that is already accredited
- 4.2.10.4.2. Questionnaire is same as an onsite assessment
- 4.2.10.4.3. For the purpose of scoring, few specific pre-decided questions will be considered

**4.2.11. List of accredited Hospitals**

- 4.2.11.1. Each certified hospital is provided with a certificate and a certificate number for a particular duration
- 4.2.11.2. All such details shall be displayed in a webpage on this portal for public use as a validation of certification

**4.2.12. KPI Module**

- 4.2.12.1. The hospitals will be required to upload raw data(numericals) for 32 KPIs on quarterly basis

- 4.2.12.2. Metrics will be derived from this data by applying formulae at the backend
- 4.2.12.3. Hospitals shall be ranked based on their performance of metrics
- 4.2.12.4. Hospitals may be flagged based on their performance in a metric (outliers)

#### **4.2.13. Remarks section**

- 4.2.13.1. Through their dashboards, the Program Manager/NABH Secretariat and the hospital can initiate communication to resolve queries.
- 4.2.13.2. Both users must be notified on their dashboards clearly, in case a new message is communicated.

#### **4.2.14. Appeals module**

- 4.2.14.1. After any adverse decision by the Accreditation Committee (AC), the hospital through its dashboard may use this module appeal for a redressal
- 4.2.14.2. NABH-CEO, NABH-Secretariat, Program Manager, AC committee shall have rights to reply on these appeals and close them when necessary.

#### **4.2.15. Complaint module**

- 4.2.15.1. A section shall be provided in the portal where any user can raise a complaint after filing a small form and uploading documents if necessary.
- 4.2.15.2. List of complaints will be visible to NABH users based on access level and the Program Manager should be able to communicate with the complainant if necessary.

#### **4.2.16. Data Dump**

- 4.2.16.1. The data (including text and images) in each application form, NCs, onsite questionnaire must all be downloadable for Super-admin and admin in excel format

### **4.3. WorkFlow**

- 4.3.1. Attached as 'Annexure I'

## **5. Preferred Technology Stack**

### **5.1. Web application:**

- 5.1.1. Backend: Rest framework of any of the 2 modern languages NodeJs or Python
- 5.1.2. Frontend: React or Angular
- 5.1.3. Database: MySql (RDS) or MongoDB

### **5.2. Mobile Application:**

- 5.2.1. Flutter, React Native, Kotlin or Swift

## **6. Other technology requirements**

- 6.1. QCI will initialize repository/repositories on gitlab with developer access to the the selected vendor
- 6.2. QCI shall provision its own servers for the purpose of this platform
- 6.3. The bidders must provide the list of third-party services, if needed, that will be provisioned for this platform and their cost shall be borne by the vendor. QCI

shall be able to reimburse the cost later based on actuals on submission of relevant invoices

- 6.4. Security testing, performance testing will be done by one of the QCI-empowered vendors selected for the same. The successful bidder after development of the portal must submit it to be tested. All the recommendations in the test reports must be followed for this portal to be accepted as completed.

## **7. Timeline**

- 7.1. The whole technology platform must be developed within a period of 3 months from the date of issuance of the work order

## **8. Important points:**

- 8.1. Non-disclosure: All data and information gathered must be protected and should not be disclosed to anyone not related to the project in any circumstances.
- 8.2. Intellectual Property Rights: All intellectual property rights developed as a consequence of any allotment of work to the shortlisted vendor shall be the sole property of QCI. The shortlisted vendor shall be required to submit all source codes, user and admin manuals and other information and rights to QCI post development and going live.

## **9. Expected Services:** The IT Agency (selected Vendor) will be required to offer the following services:

- 9.1. Design, Develop, Implement and Maintain the Technology Platform (IT Application including Mobile Application) for the duration of the Contract.
- 9.2. All the Stakeholders and other System Users have to be trained on the use of system.
- 9.3. 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.
- 9.4. 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.

## **10. Technical Support:**

- 10.1. 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.

## 11. 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

## 12. 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)	Delivery of modules from T + 30 Days
5.	Integration Testing	T + 70 Days
6.	Final Roll out (Go – Live)	T + 90 Days

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.

## 13. Technical Enhancement and Maintenance Phase/Warranty Support Service

Technical Enhancement and Maintenance Phase/Warranty Support Service 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.

## 14. Terms of Engagement

### 14.1. 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 03 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. 1.5 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 3 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.

**15. 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.

## 15. 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.

**16. 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.

**17. 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".

**18. 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.

**19. 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 **Form 5**
- 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

**20. 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

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

**22. 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:

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



## 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.

### 23. Evaluation Criterion

Evaluation Criterion	Vendor Identification	Max. Score (%)
<b>1. Experience of the Firm (Relevant Projects and their financial value)</b>	Experience of the firm in developing and maintaining (similar type of project) portals with large user base. Client references for similar work done within past 2 years (a minimum of 5 references, preferably from government department / public sector / private sector/ recognized organizations)	<b>30</b>
<b>2. Plan and Timelines</b>		<b>40</b>
2.1	Proposed Plan and Approach	10
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>30</b>
3.1	Technical resources available with the firm with expertise	15
2.2	Experience of proposed team in web application development of similar projects	15
<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**.

**24. 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 of 3% of the contract value, 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.
10. **Amendment to RFP:**

At any time prior to the last date for receipt of applications, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFP document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals, QCI may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the RFP.

## 11. Payment Schedule:

- i. **Advance Payment:** 10% of project value after submission of Performance Bank Guarantee
- ii. 20% of the payment to be released on completion of 30% work subject to submission of milestone report along with related project artefacts
- iii. 30% of the payment to be released on completion of 60% work subject to submission of milestone report along with related project artefacts
- iv. 20% of the payment on completion of development phase and going live subject to submission of milestone report along with related project artefacts
- v. **Retention Amount:** 20% for one quarter of going live; to be released on satisfactory QCI sign-off.

## 25. 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.

## **26. 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
- Form 5: 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 “Design and development of technology platform for 5th edition NABH Full Accreditation programme”

”.

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 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 web application development operations in India;		
3.	Company Profile (Operations in India)		
3.1	Average turnover from Indian Operations from application development 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 / Portal development projects		(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.	Web Application*			
2.	Mobile Applications*			
	<ul style="list-style-type: none"><li>• Android</li><li>• IOS</li></ul>			
3.	Annual Maintenance Cost (applicable post warranty support period of 6 months)			
<b>Total amount (in words):</b>				

\*Cost inclusive of warranty support service 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:



**QUALITY COUNCIL  
OF INDIA**

Creating an Ecosystem for Quality

**QUALITY COUNCIL OF INDIA**  
Autonomous Body under Ministry of Industry & Commerce  
Bahadur Shah Zafar Marg, New Delhi

## VENDOR REGISTRATION FORM

Section No.	Sr. No.	Particular	Detail
<b>I</b>	<b>COMPANY PROFILE :</b>		
	1.	Name of the Organization * (As appearing on PAN Card)	
	2.	Registered Office Address *	
	3.	Address for Billing Office & Address *	
		Name of Contact Person *	
		Contact No. *	
		Mobile No.	
		E mail ID *	
	4.	Name of Contact Person (Finance & Accounts) *	
		Contact no.	
		Mobile no.	
		E mail ID *	

<b>II</b>	<b>STATUTORY DETAILS:</b>		
	1.	<b>GST Details: -</b>	

		Whether Registered Assessee (Yes or No)	
		<b>If Yes: -</b>	
		GSTIN Number # *	
		Type of Assessee	
	2.	<b>MSME</b>	
		Whether Registered under MSME (Yes or No) *	
		<b>If Yes: -</b>	
		MSME Registration No. and validity date # *	
	3.	Permanent Income Tax No. (PAN) # *	
	4.	<u>NATURE OF ENTITY:</u> * <b>PROPRIETOR/PARTNERSHIP/ LPP/ PRIVATE LIMITED /PUBLIC LIMITED/GOVERNMENT</b>	
	5.	<b>WHETHER FUNCTIONING IN A SPECIAL ECONOMIC ZONE. (SEZ) (YES/ NO) *</b>	

<b>III</b>	<b>BANK DETAILS: -</b>	
	Name of Bank	

		Address of Bank	
		Bank Account No.	
		IFSC Code	
		SWIFT CODE (If party's billing address is outside India)	

**Declaration by Director/ Partner/Authorised Person:**

I/We declare that the information furnished above are correct to the best of my/our knowledge / belief. I/We undertake to inform you of any change in above particulars at the earliest.

**Date:**

**Place:**

**Signature**

**Name & Designation**

**\* Mandatory Field # Attachment of Proof**

# Full Accreditation Process







